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AUTHOR Mathews, Eleanor
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ABSTRACT

A general evaluation survey of the academic community was conducted during the fall quarter of 1979 to determine whether the present services, facilities, and resources of the Iowa State University Library meet the needs of its users. Questionnaires were sent to a random sample of faculty, administrative staff, graduate students, and undergraduates. These users were asked how often they come to the library and their principal reasons for coming. Questions concerning the use of materials and experiences with locating them, use of card and serials catalogs and elements on the card catalog, and computerized literature searching were included. The users were also asked about their satisfaction with the collection, the hours of operation, and their impressions of service at the public access points in the main building and reading rooms. Results of the survey indicate that graduate students use the library in essentially the same way, while use by undergraduates is different. The users' perceptions also pointed to areas where improvements in service need to be made. The survey instruments and summaries of the data are included. (Author/RAA)

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SURVEY OF USER SERVICES

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User Services Survey Committee
Public Services Division

May 1981

IR009968

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GENERAL EVALUATION SURVEY

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GENERAL EVALUATION SURVEY

Summary Report

GENERAL EVALUATION SURVEY

Summary Report

Introduction

The ISU Library User Services Survey Committee, composed of Public Services department heads, the supervisor of the Microform/Media Center, a librarian-coordinator, and the Assistant Director for Public Services, has conducted a survey to determine the academic community's impressions of the services offered by the Iowa State University Library. The previous user assessment of the Library's performance was completed five to six years ago. We wished to know if our present services are meeting the needs of the users of the Library. The Committee decided to use questionnaires to measure the perceptions of the faculty, administrative staff, graduate students, and undergraduate students. Two types of questionnaires were developed.

Data Collection

Departmental questionnaires, designed to gather the impressions of the users of particular departments or sections, were distributed during Spring Quarter, 1979. A report on these questionnaires was written and distributed in October, 1979.

A general questionnaire, designed to measure the opinions of the academic community as a whole, was distributed during Fall Quarter, 1979. The questionnaire was composed of fifteen multi-part questions. Of the fifteen questions, numbers 5 through 15 were the same for each group. Questions asked each group included: reasons for using the Library and frequency of use; the types of

materials used and how these were lccated; the quality of service in the public service departments or sections in the Main Library and Reading Rooms, and user satisfaction with Library hours. The final question, number 15, provided space for the user to write any comments he or she wished to make.

Questions 1 through 4 differed depending upon the user group. All three groups were asked to rate the Library's collection in meeting their needs. Faculty/staff members and graduate students were asked for their impressions of the Library's five-week, noncredit graduate seminar, "Effective Use of Library Research Resources". The faculty/staff and undergraduate students were asked for their opinions of the undergraduate library instruction course, Library 160.

A random sample of the three primary user groups, faculty/staff members, graduate students, and undergraduate students, was drawn, with assistance from the ISU Statistical Laboratory and the ISU Administrative Data Processing Center. Questionnaires were sent, using University Mail Service, to all persons in each of the three sample groups. A follow-up mailing was made two weeks later to those not responding to the first mailing.

Due to financial constraints the United States mail was not used. The sample of undergraduate students was drawn from those living in the dormitories because they could be reached through the University Mail Service. Our sample did not include undergraduates living in University Student Apartments, fraternities and sororities, or off-campus in apartments, houses, and rooms. The faculty/staff and graduate student samples were not affected because campus mail reaches virtually all in these two groups.

The number of questionnaires distributed, the number returned, and the percentage returned are listed in the following table:

	Number Distributed	Number Returned	Percentage Returned
Faculty/Staff	842	468	55.6%
Graduate Students	690	291	42.4%
Undergraduates	772	268	34.7%
TOTAL	2,304	1,027	44.6%

A question-by-question analysis has been included in this report. In many cases, an interpretation of the results is also offered. Samples of the general questionnaire and tabulations of the results are included in the Appendixes. Also attached are the written comments of the respondents for Questions 2 and 15.

Limitations of Sample

There are two limitations associated with the sample used. Both concern problems beyond the Committee's control.

Initially we wanted to assess the utilization of the Library not only by the three major academic groups (faculty, graduate students and undergraduates), but also by colleges. For example, we wished to determine the use of LARS by faculty and graduate students in the various colleges.

We were not able to examine the faculty, graduate student, and undergraduate perceptions on a college-by-college basis because the computer programming necessary to determine this type of sample was too costly. The Administrative Data Processing Center had no ready-made program and the development of the software would have cost several hundred dollars.

A more serious limitation occurs with the undergraduate student sample because it is drawn only from those living in residence halls.

The class breakdown for those living in dormitories during Fall Quarter, 1979 was:

Freshmen	Sophomores	Juniors	Seniors	Total
4,142	2,509	1,632	962	9,245

Total enrollment of undergraduates during the same quarter:

6,550	4,263	4,727	4,322	19,862

As shown in the tables above, our sample was drawn from about half of the total undergraduate population. Further, the number of students in each class living in the residence halls, especially juniors and seniors, is not proportional to the number of students in each class enrolled in the University. Our sample is biased toward freshmen and sophomores living in the dormitories. This may be one of the reasons for a fairly low response rate from the undergraduates, 35% returned questionnaires compared with 56% for the faculty/staff.

Further, in many instances the percentage of undergraduate students responding to a particular question is lower than that for the faculty/staff members and graduate students. Some of their comments indicate they have not been here very long. They probably didn't answer all the questions because they were not familiar with all the Library's services. They may, as their principal reason for visiting the Library implies, simply come to the Library to study.

Summary of Results

The highlights of the Survey are: (Percentages are based on the number of completed and returned questionnaires)

COLLECTION

Fifty-six (56) percent of the faculty/staff members and 61 percent graduate students rated the collection as excellent or good in meeting their research needs.

LIBRARY INSTRUCTION

Fifty-one percent of the undergraduates, indicating they had taken Library 160, felt the course has helped them to use the ISU Serials Catalog; 48 percent indicated the course has helped them to use the card catalog; 42 percent to do literature searches for projects and papers; and 38 percent to do assignments.

Fifty-seven percent of the faculty do not know if Library 160 adequately prepares their students to find materials in the Library, or to do literature searches for papers and projects.

Although many faculty, 57 percent, and graduate students, 66 percent, think the graduate seminar, "Effective Use of Library Research Resources", is useful, few graduate students, 12 percent, have ever attended. Only 7 percent of the faculty and 14 percent of the graduate students favor extending its length and offering it for credit.

REASONS FOR USING LIBRARY

Faculty/staff members and graduate students use the Library most frequently to find materials for a paper, speech or research, and to check out and return materials to the Library.

Undergraduate students come to the Library most frequently to study from their own books, find materials for a paper, speech or

research, and to use materials on reserve.

USE OF LIBRARY MATERIALS

Books and current periodicals are the materials used the most by all three groups. Faculty/staff and graduate students also use bound periodicals and abstracts and indexes fairly frequently. Undergraduates make more use of current newspapers and audio cassettes, videocassettes, and slides than do the other two groups. Microforms and maps are not used heavily by any group.

USE OF THE CATALOGS

Faculty/staff members and graduate students use the card catalog, both the author/title and subject sections, frequently. In the "often" category the faculty use of the author/title, 66 percent, is heavier than their use of the subject section, 50 percent. Graduate students' usage of both the author/title and subject sections is heavy in the "often" category, 69 percent and 62 percent, respectively.

Use of the ISU Serials Catalog differs for these two groups. The graduate students use it as much as they use the card catalog, "often" category, 65 percent. Faculty/staff use it less than the card catalog, "often" category, 40 percent.

The undergraduates' use of the catalogs is somewhat different. They use the subject card catalog most frequently, 74 percent. The author/title portion is not used as much, 62 percent. The undergraduate students use the ISU Serials Catalog 53 percent, not as much as the two parts of the card catalog.

CATALOG CARD USE

The title, author, and call number elements of the catalog card are used the most often by all three groups. Date, edition, and explanatory

notes are the next most used elements. The least used elements on the catalog card are an indication of bibliographies, publisher, place of publication, number of pages, indication of illustrations, and the height of the book.

LOCATING LIBRARY MATERIALS

About seventy-five (75) percent of the time, the faculty/staff members and graduate students say they "often" find materials on the shelf. Fifty-four (54) percent of the time the undergraduate students say they "often" find materials on the shelf. The other avenues available for tracing the whereabouts of materials, such as ascertaining if the material is checked out, or in temporary shelving, or in a special location, or asking for Library staff assistance, are not used very much by any of the three groups, although faculty/staff and graduate students take advantage of these aids more often than undergraduates.

SERVICE IN THE MAIN LIBRARY

The respondents to this question seemed, on the whole, very satisfied with the service at the major access points in the Main Library: the Circulation Desk, Information Desk, Periodical Reading Room, Reference Desk, Reserve Desk, and the Microform and Media Center.

SERVICE IN THE READING ROOMS AND VETERINARY MEDICAL LIBRARY

Few respondents rated the service in these extramural locations. Service in the Reading Rooms and the Veterinary Medical Library seems very satisfactory to those rating the areas.

LARS

Twenty-seven (27) percent of the faculty/staff, 21 percent of the graduate students, and less than 1 percent of the undergraduates have used LARS. The response was favorable from the faculty, 74 percent,

and graduate students, 81 percent, when asked if they would consider using the service in the future. Undergraduates were less favorably inclined, 47 percent, toward using LARS for future needs.

HOURS

Seventy-five (75) percent of undergraduates, 69 percent of faculty/staff members, and 51 percent of graduate students are satisfied with the present Library hours. When asked what hours they would add if money became available, the three groups chose the times when it is convenient for them to use the Library. Faculty/staff members would like the hours extended during quarter breaks and summer sessions. Undergraduates would like the hours extended during the quarter. Graduate students would like longer hours in all those categories.

Recommendations

The User Services Survey is designed to measure the patrons' use of the services and resources of the Library at the present time (1979). With this general evaluation survey, we have determined why patrons come to the Library, their success with locating library materials, their estimation of the Library's collection, their use of facilities in the Library, their rating of the service at the public service points in the Main Library, the Reading Rooms, and the Veterinary Medical Library, and their satisfaction with the Library's hours. Most of the results offer no surprises. Many of the assumptions we have been making about the patrons' utilization of the Library have proved to be valid.

We see the Survey as a tool for evaluating the general performance of the areas serving the public in the Library and to show where improvements can be made. Further investigations could be pursued in several areas, such as collection, shelf availability, and quality of service.

Collection

Although 56 percent of the faculty/staff and 61 percent of the graduate students rated the collection as excellent or good for meeting their research needs, 20 percent of both the faculty and graduate students rated it as fair or poor. A 20 percent rating of the collection as fair or poor for research needs seems high.

From reading the written comments made by faculty and graduate students in response to Questions 2 and 15, one can get a feeling for areas judged to be weak by these two user groups. Further surveying of persons in these areas, either by questionnaire or personal interview, should yield specific opinions on the collection's weaknesses. It may be the bibliographers have just not been made aware of everyone's research needs. Or, it may be a public relations problem, the fault lying in a misunderstanding on the part of faculty and graduate students as to the depth of our collecting in areas not considered to be strengths of the institution.

A whole chapter on "Survey Research in Librarianship" is included in Research Methods in Librarianship, Techniques and Interpretation (1980) by Charles H. Busha and Stephen P. Harter. F.W. Lancaster devotes a chapter to "Evaluation of the Collection" in The Measurement and Evaluation of Library Services (1977). He discusses several qualitative approaches to evaluate a library's collection. A particularly thorough, and also very time consuming approach, seems to be Coale's "Evaluation of a Research Library Collection: Latin-American Colonial History at the Newberry" (Library Quarterly 35: 173-184, 1965).

Another problem may be the expertise of the faculty and graduate students in using the Library rather than actual weaknesses in the collection. Surveys taken at the door, asking if publications sought had been found by the patron,

might shed light on problems in finding materials.

Shelf Availability

In Question 10 we asked the users where and how often they are able to locate library materials on the shelf in call number sequence, in temporary shelving, using the Location Card Catalog, checked out of the Library, not on the shelf nor checked out, or by asking for assistance from the Library staff. The faculty and graduate students told us they find materials on the shelf "often", approximately 75 percent of the time. The undergraduates' "often" success rate is 54 percent. We think shelf availability of materials warrants more investigation, using in-library studies not dependent on the users' perceptions, because other studies have shown the success rate of finding the publication on the shelf is about 60 percent (Lancaster). Our faculty and graduate students tell us they locate items more often, and our undergraduates less often.

From the results of this question we also know the users do not use the finding aids (circulation printout, temporary shelving, etc.) as often as we had hoped. An evaluation of the services we offer to aid in locating materials also needs to be undertaken.

Quality of Service

We are pleased the patrons of the Library are satisfied with the service we provide at the major public service points in the Main Library, and also in the Reading Rooms and Veterinary Medical Library (Questions 11 and 12). Even though our service is good in the eyes of the patrons, we are always striving for ways to improve. The results of this survey will help us in planning public service programs to help enhance the users' ability to cope with a complex research library system.

GENERAL EVALUATION SURVEY

Question-By-Question Analysis

Question-By-Question Analysis

Question 1: Status of Respondents

FACULTY AND STAFF

Questionnaires were sent to a random sample of 842 faculty and administrative or professional and scientific personnel. Fifty-six (56) percent of the questionnaires were filled out and returned. (468 actual questionnaires)

Status of Respondents:

67.3% (315) Faculty
26.1% (122) Staff
6.6% (31) Not Answered

Sixty-seven (67) percent of those answering the questionnaire were faculty members. Twenty-six (26) percent answering were administrative or professional and scientific staff members.

GRADUATE STUDENTS

Questionnaires were sent to a random sample of 690 graduate students. Forty-two (42) percent of the questionnaires were filled out and returned. (291 actual questionnaires)

UNDERGRADUATE STUDENTS

Questionnaires were sent to a random sample of 772 undergraduate students living in the residence halls. Thirty-five (35) percent of the questionnaires were filled out and returned. (268 actual questionnaires)

Status of Respondents:

33.2% (89) Freshman	19.4% (52) Junior
28.4% (76) Sophomore	16.4% (44) Senior
2.6% (7) Not Answered	

Thirty-three (33) percent of those answering the questionnaire were freshmen; 28 percent sophomores; 19 percent juniors; and 16 percent seniors. Limitations of the undergraduate sample have been discussed in the Summary Report, page 5.

The reliability of the undergraduate survey results is open to question for two reasons. First, drawing the sample from only the students living in residence halls slanted it toward freshmen and sophomores. Secondly, the number of returned and completed questionnaires was on the low side, 35%. However, many of the students' responses fit with other observations we have made over the past years.

Question 2A--Faculty/Staff; Questions 1 and 2--Graduate Students; Question 2--Undergraduates: How would you rate the Library's collection in meeting your needs?

As a teacher or administrator:

	Excellent	Good	Fair	Poor	No Opinion	Not Applicable	Not Answered
Faculty/Staff	21.2%	42.5%	8.8%	0.4%	2.4%	9.8%	15.0%
Graduate Students	8.2%	16.5%	7.2%	-	5.5%	29.2%	33.3%

Sixty-four (64) percent of the faculty/staff rated the collection either excellent or good for their teaching needs. Only 9 percent rated the collection fair or poor. Twenty-seven (27) percent either had no opinion about the question, did not answer, or found it not applicable. This percentage may reflect the fact that some who answered this question either do not teach (such as professional and scientific personnel), or else teach very little (for example, faculty members who teach graduate level courses closely related to their own research interests).

Twenty-five (25) percent of the graduate students rated the Library's collection either excellent or good; 7 percent rated it fair. The majority of graduate students (68 percent) either did not reply, had no opinion, or found the question not applicable. The large percentage not responding to this

question is probably due to the fact that either they do not teach or if they are teaching, are not involved on a level that would give them sufficient insight to judge the collection.

As a researcher:

	Excellent	Good	Fair	Poor	No Opinion	Not Applicable	Not Answered
Faculty/Staff	19.9%	36.5%	17.7%	2.4%	2.8%	7.1%	13.7%
Graduate Students	18.2%	43.0%	15.5%	4.8%	2.4%	2.1%	14.1%

Fifty-six (56) percent of the faculty/staff found the collection meets their research needs either on an excellent or good level; 20 percent rated the collection fair or poor; 24 percent either did not reply, had no opinion, or found this question not applicable. The fact that almost a quarter of the persons rating the collection did not respond or had no opinion about this portion of the questionnaire probably reflects professional and scientific personnel not involved in research activities.

Of the graduate students, 61 percent found the collection meets their research needs either on an excellent or good level; 20 percent rated the collection fair or poor; 19 percent either did not reply, had no opinion, or found the question not applicable. The 19 percent having no opinion or not responding to this question probably reflects those students not involved in research activities, either because they are just beginning their graduate studies or are in a non-thesis degree program.

A fairly high percentage (20 percent) of both faculty/staff and graduate students rated the collection for their research needs as either fair or poor. The Library's collection reflects the strengths of the institution in the areas of science, technology, agriculture, home economics, and veterinary medicine.

Those persons rating the collection fair or poor may be working in areas in which there are not strong graduate programs. In these areas the Library has a good basic collection of materials, but does not endeavor to collect in depth.

Space for written comments was included in this question. Some faculty/staff members and graduate students wrote comments indicating deficiencies in the social sciences and humanities collections--"more emphasis on humanities; social sciences", "art periodicals". Other comments reflected the lack of materials in some research areas in science, engineering, and agriculture. For example, medically related materials, transportation engineering publications, and books and periodicals from and about third world countries were mentioned several times.

Generally the graduate students showed knowledge of their fields and the Library's collection with comments such as "meteorological and geofluid dynamics books", "earth shelter dwelling books". Some of the comments from graduate students indicated a naivety with the sources possible for a research library to obtain. Some graduate students wanted more "translations of Russian materials" (very difficult to obtain), while others indicated a need for "international periodicals, not necessarily in English" (of which we have many).

An unknown is how well the faculty/staff and graduate students are able to find publications either using the catalogs or locating materials on the shelf or in a special section of the Library. We assume these groups are sophisticated library users, yet we know the size of the Library's collection, the intricacies of the card catalog, and the complexities of processing materials make it a challenge at times for even the reference librarians to track down materials owned by the Library.

From some of the comments we feel we must continue our activities toward educating the library user, and also continue to develop new approaches in trying to relieve some of the frustrations encountered in using the Library. As an extension worker:

	Excellent	Good	Fair	Poor	No Opinion	Not Applicable	Not Answered
Faculty/Staff	3.2%	6.6%	1.3%	0.4%	5.1%	36.5%	46.8%

Only 12 percent of the faculty/staff rated the collection for their needs in extension work. Of this group, 10 percent found it to be excellent or good.

For hobbies, leisure reading, or personal satisfaction:

	Excellent	Good	Fair	Poor	No Opinion	Not Applicable	Not Answered
Faculty/Staff	18.4%	30.1%	11.3%	3.0%	12.6%	4.7%	19.9%
Graduate Students	14.1%	29.6%	17.5%	4.1%	13.1%	3.8%	17.9%

Forty-eight (48) percent of the faculty/staff and 44 percent of the graduate students rated the collection excellent or good for hobbies, leisure reading, or personal satisfaction. Many, 37 percent faculty/staff and 35 percent graduate students, either had no opinion, found the question not applicable, or did not answer it at all.

As a student:

	Excellent	Good	Fair	Poor	No Opinion	Not Applicable	Not Answered
Graduate Students	29.9%	47.4%	13.1%	2.1%	2.4%	0.7%	4.5%

Seventy-seven (77) percent of the graduate students rated the collection as excellent or good for meeting their needs for course work; 15 percent rated it fair or poor; 8 percent either did not respond, had no opinion, or found the question not applicable.

Undergraduates

	Excellent	Good	Fair	Poor	No Opinion	Not Answered
Class reading assignments	22.0%	44.4%	7.5%	0.7%	20.9%	4.5%
Term papers, projects for class presentations	17.9%	42.2%	12.3%	1.1%	22.0%	4.5%

Sixty-six (66) percent of the undergraduate students rated the Library's collection for class reading assignments either excellent or good; only 8 percent rated it fair or poor; 25 percent had no opinion or did not respond.

Sixty (60) percent of the undergraduates rated the collection for term papers, projects, and class presentations excellent or good; 13 percent rated the collection fair or poor; 26 percent either had no opinion or did not respond.

The majority of both undergraduate and graduate students found the collection to be more than adequate for assignments relating to their course work. Fifteen (15) percent of the graduate students rated the collection fair or poor for their needs as a student. If these students are taking advanced courses in curricula with either no graduate program or a master's level program, they may find the Library's collection is weak in these areas. Those students who did not respond to this question may be enrolled in curricula not requiring much use of outside resources, may be beginning students who have not yet had much occasion to use the Library's collection, or may give up very quickly in frustration with the complexity of using the Library and its resources.

Question 3: Library 160 - Student and Faculty Opinions

FACULTY: Does the Library undergraduate instruction course, Library 160, prepare your students adequately to:

	Yes	No	Don't Know	Not Applicable	Not Answered
A. Find materials in the Library	20.9%	3.6%	57.3%	2.6%	15.6%
B. Do literature searches for projects and papers	17.1%	6.0%	58.5%	2.6%	15.8%

Twenty-one (21) percent of the faculty/staff feel Library 160 prepares their students to find materials in the Library; 57 percent say they don't know; 4 percent are of the opinion that Library 160 does not prepare their students to find materials in the Library; 18 percent did not answer the question.

Seventeen (17) percent of the faculty/staff feel Library 160 prepares

their students to do literature searches for projects and papers; 58 percent say they don't know; 6 percent are of the opinion that Library 160 does not prepare their students to do literature searches; 18 percent did not answer the question.

Faculty members' reaction to Library 160 is surprising. Over half (57 percent) of those answering this question do not know if Library 160 adequately prepares their students to find materials in the Library or to do literature searches for projects and papers. One possible explanation for this reaction is many instructors teaching undergraduate courses do not require projects or term papers, and so do not know if their students know how to use the Library.

UNDERGRADUATE STUDENTS

A. Seventy-four percent of the undergraduate students indicated they have taken Library 160. Twenty-six percent either have NOT taken Library 160 or did not answer the question, "Have you taken the library instruction course (Library 160)?"

B. If you have taken Library 160, has the course helped to:

	Yes, very much	Yes, somewhat	Perhaps, but not much	No, not at all	No Opinion	Not Answered
Do assignments	6.3%	32.1%	23.1%	6.3%	4.5%	27.6%
Do literature searches for projects and papers	10.8%	31.7%	20.1%	4.5%	6.3%	26.5%
Use the card catalog	16.0%	31.7%	14.9%	8.2%	2.6%	26.5%
Use the Serials Catalog	27.6%	23.5%	14.2%	6.0%	2.2%	26.5%

The undergraduates' reaction to the course was more definite than the faculty's. Of the 74 percent indicating they had taken Library 160, half (51 percent) felt the course had helped them either "very much" or "somewhat" to use the ISU Serials Catalog; 48 percent indicated the course had helped them to use the card catalog; 42 percent to do literature searches for projects and papers; and 38 percent to do assignments.

Question 4--Faculty/Staff; Question 3--Graduate Students: "Effective Use of Library Research Resources" - non-credit seminar for graduate students and faculty members.

Do you think such a seminar is useful?

	Yes	No	No opinion	Not answered
FACULTY	57.1%	2.4%	30.8%	9.8%
GRADUATE STUDENTS	66.3%	3.8%	24.4%	5.5%

	Yes	No	No Opinion	Not Applicable	Not Answered
GRADUATE STUDENTS: A. Have you ever attended this seminar?	11.7%	87.6%	-	-	0.7%
FACULTY: B. Do you encourage your graduate students to attend?	25.2%	13.9%	40.8%	1.7%	18.4%

Sixty-six (66) percent of the graduate students and 57 percent of the faculty feel the graduate seminar on how to use the Library is useful. Twelve

(12) percent of the graduate students have attended the seminar. Twenty-five (25) percent of the faculty say they encourage their graduate students to attend.

Extend length and offer for credit:

	Yes	No	No opinion	Not answered
FACULTY	7.3%	37.4%	41.2%	14.1%
GRADUATE STUDENTS	13.7%	34.4%	45.0%	6.9%

Fourteen (14) percent of the graduate students and 7 percent of the faculty favor extending its length and offering it for credit. Although few graduate students indicated they have attended the seminar, it seems as though it is an option, in its present form, many faculty members and graduate students like to have available.

Question 5: How often do you usually go to the Main Library?

	Almost Daily	More Than Once a Week	About Once a Week	Total
Faculty/Staff	6.8%	20.7%	23.3%	50.8%
Graduate Students	17.5%	40.9%	19.9%	78.3%
Undergraduates	18.7%	26.9%	18.3%	63.9%

Of the groups surveyed, the graduate and undergraduate students use the Library on a more frequent basis than the faculty/staff. Seventy-eight (78)

percent of the graduate students and 64 percent of the undergraduates say they come to the Library once a week or more often. Fifty-one (51) percent of the faculty/staff use the Library on a weekly basis.

It appears, from the responses to this question, those answering the questionnaire are individuals who use the Library fairly frequently. Besides the heavy users, those using the Library once a week or more often (see previous paragraph), 37.3 percent faculty/staff, 18.6 percent graduate students, and 25.0 percent undergraduates, use the Library one to three times a month.

Question 6: For each item listed below, please indicate how frequently it is your principal reason for visiting the Main Library.

The reasons most often stated by faculty/staff members and graduate students for visiting the Library (ranked either often or occasionally) are:

Reason	Group	Often	+ Occasionally	= Total
To find material for a paper, speech or research	Fac/Staff	50.4%	32.1%	82.5%
	Grad Stus.	69.1%	25.1%	94.2%
To check materials out of the Library	Fac/Staff	35.3%	46.4%	81.7%
	Grad Stus.	40.2%	42.3%	82.5%
To return materials to the Library	Fac/Staff	29.1%	48.1%	77.2%
	Grad Stus.	28.9%	51.9%	80.8%

Other reasons for using the Library, not rated so highly in the often and occasional categories, but still listed frequently, are to:

Reason	Group	Often	+ Occasionally	= Total
To find a specific piece of information	Fac/Staff	17.9%	43.6%	61.5%
	Grad Stus.	19.2%	39.5%	58.7%
To read materials in Periodical Reading Room	Fac/Staff	17.7%	36.3%	54.0%
	Grad Stus.	20.6%	36.8%	57.4%
To use materials in the Reference Dept.	Fac/Staff	11.3%	42.5%	53.8%
	Grad Stus.	14.8%	32.6%	47.4%

A third group of reasons mentioned fairly frequently in either the often or occasional categories are:

Reason	Group	Often	+ Occasionally	= Total
To examine the books on the "New Title Shelf"	Fac/Staff	17.7%	31.6%	49.3%
	Grad Stus.	12.7%	24.4%	37.1%
To browse in the Library's collection	Fac/Staff	10.3%	34.4%	44.7%
	Grad Stus.	8.6%	31.3%	39.9%
To use photocopy facilities	Fac/Staff	8.8%	29.9%	38.7%
	Grad Stus.	14.8%	31.6%	46.4%
To consult with the Library staff	Fac/Staff	3.4%	29.5%	32.9%
	Grad Stus.	2.4%	22.3%	24.7%
To use materials on Reserve	Fac/Staff	3.8%	13.9%	17.7%
	Grad Stus.	16.8%	25.1%	41.9%
To study from your own books	Fac/Staff	1.9%	7.5%	9.4%
	Grad Stus.	13.4%	18.6%	32.0%

Faculty/staff members and graduate students visit the Library most frequently for the same principal reasons: to find materials for a paper, speech or research; and to check out and return materials to the Library. To find a specific piece of information, or to read materials in the Periodical Reading Room, are less often-mentioned reasons, but still ones totaling over 50 percent in the combined "often" and "occasionally" categories. Faculty/staff members say they use the materials in the Reference Department a little more than the graduate students. Much less important reasons for visiting the Library for both faculty/staff and graduate students are to: examine books on the "New Title Shelf"; browse in the Library's collection; and use the photocopy facilities. The major principal reasons for visiting the Library as stated by these two groups appear to reflect their need for materials relating to research and their profession. Other less important reasons listed by graduate students were to use materials on reserve and to study from their own books, reflecting the fact that they are also taking courses.

The undergraduates' most often stated reasons for visiting the Library are to:

Reason	Often	+ Occasionally	= Total
To study from your own books	42.9%	21.3%	64.2%
To find material for a paper, speech, or research	19.0%	45.1%	64.1%
To use materials on Reserve	24.3%	30.2%	54.5%

Other reasons for using the Library, not rated so highly in the often and occasional categories, but still listed frequently by the undergraduates are:

Reason	Often	+ Occasionally	= Total
To check materials out of the Library	9.7%	32.1%	41.8%
To return materials to the Library	8.2%	32.5%	40.7%
To use materials located in the Microform/Media Center	11.9%	24.6%	36.5%
To find a specific piece of information	7.1%	24.6%	31.7%
To use photocopy facilities	5.6%	24.6%	30.2%

A third group of reasons mentioned fairly frequently in either the often or occasional categories are:

Reason	Often	+ Occasionally	= Total
To use materials in the Reference Dept.	4.5%	22.0%	26.5%
To browse in the Library's collection	6.3%	19.0%	25.3%
To attend Library 160	8.2%	10.8%	19.0%

Undergraduate students visit the Library most frequently for the following principal reasons: to study from their own books; to find materials for a paper, speech or research; and to use materials on reserve. Less often-mentioned reasons, ones totaling between 42 and 30 percent in the "often" and "occasionally" categories, are to: check out and return materials to the Library; use materials

in the Microform/Media Center; find a specific piece of information; and use the photocopy facilities. As might be expected, the undergrads' major reasons for visiting the Library are related to their course work. They either use the Library as a place to study, or use the services and resources provided for classroom assignments.

Question 7: Please check the appropriate boxes to indicate how frequently you use the following library materials.

Library material	Group	Often	+ Occasionally	= Total
Books	Fac/Staff	51.7%	36.1%	87.8%
	Grad Stus.	60.1%	29.9%	90.0%
	Undergrads	19.4%	44.4%	63.8%
Current periodicals	Fac/Staff	43.2%	35.7%	78.9%
	Grad Stus.	52.9%	30.9%	83.8%
	Undergrads	24.6%	35.1%	59.7%
Bound periodicals	Fac/Staff	39.3%	35.3%	74.6%
	Grad Stus.	62.9%	18.2%	81.1%
	Undergrads	9.3%	28.7%	38.0%
Current newspapers	Fac/Staff	7.7%	19.0%	26.7%
	Grad Stus.	12.0%	20.6%	32.6%
	Undergrads	20.5%	24.6%	45.1%
Abstracts and Indexes	Fac/Staff	17.1%	34.8%	51.9%
	Grad Stus.	34.7%	40.2%	74.9%
	Undergrads	4.1%	22.8%	26.9%

Books, current periodicals, and bound periodicals are the library materials used most frequently by faculty/staff members and graduate students. Use of abstracts and indexes by graduate students is high, 75 percent in the "often" and "occasionally" categories. Faculty/staff members' use of abstracts and indexes is less frequent, but still often enough to total 52 percent in the

"often" and "occasionally" categories. Newspapers, maps, and other non-traditional formats (such as microfilm, microfiche, audio cassettes, video cassettes, and slides) are not used heavily by these two groups.

The library materials used by undergraduates differ somewhat from the other two groups. Books and current periodicals are the materials used most frequently by the undergraduate students as they are by the other two groups. The undergraduates make more use of current newspapers and less use of bound periodicals and abstracts and indexes than the faculty/staff and graduate students. Audio cassettes, videocassettes and slides are used more heavily by the undergraduates, 23.5 percent (combined "often" and "occasionally") compared with faculty/staff 5.4 percent (combined "often" and "occasionally") and graduate students 7.6 percent (combined "often" and "occasionally"). As with the other two groups, microforms and maps are not heavily used. The use of current newspapers by undergraduates is not surprising because the Library has a large collection of newspapers from Iowa cities and towns observed by Periodical Room staff to be read by undergraduates.

Question 8: When you are looking for material in the Library, how frequently do you use the following catalogs?

Catalog	Group	Often	+ Occasionally	= Total
Author/Title Card Catalog	Fac/Staff	66.2%	21.6%	87.8%
	Grad Stus.	68.7%	24.1%	92.8%
	Undergrads	43.7%	30.2%	73.9%
Subject Card Catalog	Fac/Staff	49.6%	34.2%	83.8%
	Grad Stus.	62.2%	29.2%	91.4%
	Undergrads	30.2%	31.7%	61.9%
ISU Serials Catalog	Fac/Staff	39.5%	27.4%	66.9%
	Grad Stus.	64.9%	16.2%	81.1%
	Undergrads	22.0%	31.0%	53.0%

When looking for materials in the Library, the faculty/staff uses the card catalog most frequently; author/title card catalog, 88 percent; subject card catalog, 84 percent. It is interesting to note the large percentage (66 percent) of use in the "often" category for the author/title portion of the card catalog. The usage of the subject card catalog is 50 percent in the "often" category, indicating less intensive use of the subject portion.

The faculty/staff use of the ISU Serials Catalog is less than the use of the card catalog, totaling 67 percent in the "often" and "occasionally" categories. The Library of Congress classification system often places the journals on a subject together in the classification schedule. In informal discussion with faculty members we have found that after initially looking up the call numbers for a few journals, they go directly to the appropriate call number area and browse. Once they know where the journals in their areas of interest are located in the building, they do not need to use the Serials Catalog every time they come to the Library. Serials, because of the uniformity in binding the back

issues, are easy to spot on the shelves once the patron is in the general subject area. A particular book, on the other hand, is not easy to find without the call number. The frequency of use of the card catalog is probably explained in part by the need to know the call number in order to find the book on the shelf.

Graduate students use both parts of the card catalog a great deal: author/title card catalog, 93 percent; subject card catalog, 91 percent. They use the ISU Serials Catalog more frequently (81 percent) than the faculty/staff members (67 percent). The marks in the "often" category, all in the 60-percent range, for both the card catalog and the ISU Serials Catalog, indicates heavy use of these catalogs.

The undergraduates' use of the catalogs is somewhat different. They use the subject card catalog most frequently (74 percent). The author/title card catalog is not used as much by them (62 percent). As with the other two groups, the ISU Serials Catalog is not used as much (53 percent) as the two parts of the card catalog.

The circulation printout and the location card catalog do not receive as heavy use from any of the groups as the Serials and card catalogs. Faculty/staff use the circulation printout 45 percent (often and occasionally); graduate students, 48 percent (often and occasionally). Undergraduates use it much less, 13 percent (often and occasionally). The location card catalog is used between 29 and 33 percent (often and occasionally) by all the groups.

Only some very general comparisons can be made with the results of the Queueing Study conducted by the ISU Library Committee on the Public Catalog and Its Alternatives because the objectives of the two projects are different. This survey, a qualitative measure, gathered the patrons' opinions of their use of the catalogs. The Queueing Study, a quantitative measure, counted the

actual uses of the catalog by the patrons.

The status of the users was not a concern in the Queueing Study, and so, no records were kept on whether persons counted were faculty, graduate students, or undergraduates. By adding together the "often", "occasionally", and "seldom" categories for each academic group in this questionnaire and taking an average for each catalog, we can roughly compare the results with the ones from the Queueing Study.

Group	Author/Title Card Catalog	Subject Card Catalog	Serials Catalog
Faculty/Staff	94.4%	94.5%	82.1%
Graduate Students	96.9%	95.9%	90.4%
Undergraduates	82.0%	85.1%	74.6%
Average	91.1%	91.8%	82.4%

All three groups of users of the Library say they use the author/title card catalog about as much as they use the subject card catalog. The results of the Queueing Study show the placement of users within the card catalog area as 51% at the author/title card catalog and 49% at the subject card catalog. The patrons' perceptions of their use of the card catalog coincides with the results of the Queueing Study.

The results of the Queueing Study found the use of the Serials Catalog to be heavier than the use of the card catalog, 61% to 39%. At first glance there appears to be a discrepancy because the results of this survey indicate the Serials Catalog is used less (see table above). The Queueing Study counted actual use of the Serials Catalog. The frequent users of the Serials Catalog

would increase the Queueing Study count because they would often be present during the observation periods, even though the patrons' collective opinion is that they do not use the Serials Catalog as much as the card catalog.

Question 9: Please rate your use of information printed on the catalog card.

Catalog Card Elements	Group	Often +	Occasionally =	Total
Call number	Fac/Staff	77.8%	10.5%	88.3%
	Grad Stus.	85.9%	6.2%	92.1%
	Undergrads	66.4%	14.6%	81.0%
Author	Fac/Staff	68.6%	19.9%	88.5%
	Grad Stus.	70.4%	19.9%	90.3%
	Undergrads	40.3%	29.1%	69.4%
Title	Fac/Staff	67.7%	21.6%	89.3%
	Grad Stus.	72.2%	18.2%	90.4%
	Undergrads	53.4%	24.6%	78.0%

All three groups say they use the title, author and call number elements of the catalog card most often. Faculty/staff and graduate students use all three elements about equally, approximately 90 percent (total "often" and "occasionally" categories). There is heavy emphasis in the "often" category, in the 70 to 86 percent range, for these three elements.

The undergraduates do not use all three on an equal basis. For undergraduates the "often" and "occasionally" usage for the call number is 81 percent; the author/title, 78 percent; and the author, 69 percent.

Date, edition, subject headings, and explanatory notes are the next most used elements. The least used elements are an indication of bibliographies, publisher, place of publication, number of pages, indication of illustrations, and the height of the book.

We tried to eliminate "libraryese" language as much as possible from the questionnaire. Instead of using the term "tracings", we used "subject headings (at bottom of card)". We suspect some patrons, not reading carefully, interpreted this to mean the subject headings at the top of the card in the subject card catalog. We feel the results of this portion of the question are not valid and should be discounted.

Question 10: Where and how often are you able to locate library materials?

Locating materials	Group	Often	+ Occasionally	= Total
On shelf, in call number sequence	Fac/Staff	73.3%	18.4%	91.7%
	Grad Stus.	77.7%	15.5%	93.2%
	Undergrads	54.1%	27.6%	81.7%
Temporary shelving	Fac/Staff	0.9%	21.6%	38.0%
	Grad Stus.	4.5%	23.0%	27.5%
	Undergrads	1.5%	9.7%	11.2%
Location card catalog	Fac/Staff	4.1%	24.6%	28.7%
	Grad Stus.	5.8%	21.0%	26.8%
	Undergrads	7.8%	22.4%	30.2%
Checked out of Library	Fac/Staff	17.1%	46.8%	63.9%
	Grad Stus.	16.2%	43.6%	59.8%
	Undergrads	6.0%	22.8%	28.8%
Not on shelf	Fac/Staff	12.8%	43.8%	56.6%
	Grad Stus.	13.7%	43.6%	57.3%
	Undergrads	9.7%	25.7%	35.4%
Neither on shelf nor checked out of Library	Fac/Staff	5.6%	26.7%	32.3%
	Grad Stus.	8.2%	27.5%	35.7%
	Undergrads	6.7%	11.9%	18.6%
Asking for assistance from Library staff	Fac/Staff	10.3%	46.6%	56.9%
	Grad Stus.	9.3%	40.2%	49.5%
	Undergrads	9.3%	28.7%	38.0%

About 75 percent of the time, the faculty/staff and graduate students say they "often" find materials on the shelf. The frequency for finding materials on the shelf is lower for undergraduates, 54 percent, in the "often" category. A significant number of undergraduates, 13 percent, either never locate materials (4.5 percent) or did not answer the question (8.2 percent).

Faculty/staff and graduate students may find materials on the shelves more frequently because they are less likely to be involved in research projects requiring the same materials as their colleagues. Undergraduate students, on the other hand, may be looking for materials for class assignments. If all the members of a class are looking for the same general type of material, then it stands to reason it is going to be on the shelf less.

It appears undergraduates do not use the other avenues available for tracing the "whereabouts" of materials, such as ascertaining if the material is checked out, or in temporary shelving, or in a special location. The percentage of undergraduates either never using these aids, or not responding to these questions is high, 46.3 percent, 55.2 percent, and 43.7 percent, respectively. Only 38 percent either often (9 percent) or occasionally (29 percent) ask for assistance from the Library staff. Several explanations come to mind.

They may have an extensive list of references which will provide the information they need, so that searching for a particular item is a waste of time. Another possible explanation may be that the material will be back on the shelf the next time they look for it, and they simply wait and look again. Thirdly, they may not be aware of where to look if the material is not on the shelf, nor that Library staff assistance is available to them.

Although the percentage of faculty/staff members and graduate students who either checked the "never" category or did not respond to some of these

questions is lower than for the undergraduates, it appears that many in these two groups may also not look into the other forms of assistance available to locate library materials.

Question 11: In general, how would you describe the service in the Main Library you have received at the locations listed below?

Ninety-four (94) percent of the faculty/staff and graduate students rated the service at the Circulation Desk. The service at the Information Desk and Reference Desk was also rated by many faculty/staff members, 80 percent, and graduate students, 85 percent.

Seventy-nine (79) percent of the undergraduates rated the service at the Circulation Desk. The other service points rated by a high number of undergraduate students were the Periodical Reading Room, 74 percent, the Information Desk, 73 percent, the Reserve Desk, 71 percent, and the Microform/Media Center, 59 percent.

Service Location	Group	RATING					
		Excellent	Good	Fair	Poor	Not Used	Not Answered
Circulation Desk	Fac/Staff	41.0%	42.9%	8.1%	1.3%	1.5%	5.1%
	Grad Stus.	29.2%	54.6%	8.9%	1.4%	4.5%	1.4%
	Undergrads	15.7%	53.4%	9.0%	0.4%	16.0%	5.6%
Information Desk	Fac/Staff	31.6%	41.9%	6.6%	0.6%	13.7%	5.6%
	Grad Stus.	25.4%	44.3%	12.0%	3.1%	12.7%	2.4%
	Undergrads	17.5%	41.4%	11.9%	1.9%	21.3%	6.0%
Reference Desk	Fac/Staff	38.0%	37.6%	3.8%	0.9%	13.2%	6.4%
	Grad Stus.	37.5%	37.5%	8.9%	1.0%	11.7%	3.4%
	Undergrads	15.3%	39.9%	9.3%	0.7%	29.1%	5.6%
Periodical/ Newspaper Room	Fac/Staff	18.4%	36.5%	7.3%	0.9%	28.8%	8.1%
	Grad Stus.	13.1%	40.9%	13.7%	3.1%	25.8%	3.4%
	Undergrads	16.4%	38.8%	11.2%	1.5%	26.5%	5.6%
Reserve Desk	Fac/Staff	18.2%	29.7%	5.8%	0.6%	38.0%	7.7%
	Grad Stus.	17.9%	44.3%	11.3%	0.7%	22.3%	3.4%
	Undergrads	19.0%	43.7%	7.8%	0.7%	23.1%	5.6%
Microform/ Media Center	Fac/Staff	8.8%	21.8%	5.1%	1.7%	52.8%	9.8%
	Grad Stus.	7.2%	22.7%	6.5%	2.1%	57.4%	4.1%
	Undergrads	14.9%	35.8%	7.5%	0.7%	34.0%	7.1%

On the whole, users answering this question with a rating (excellent, good, fair or poor) seem very satisfied with the service at the major access points in the Library. The following table shows the total percentage of excellent and good ratings for the percentage of patrons rating the service in these areas.

Desk	FACULTY		GRADUATE STUDENTS		UNDERGRADUATES	
	Percentage Responding	Combined Excellent & Good Rating	Percentage Responding	Combined Excellent & Good Rating	Percentage Responding	Combined Excellent & Good Rating
Circulation	93%	90%	94%	89%	79%	88%
Information	81%	91%	85%	82%	73%	81%
Reference	80%	94%	85%	88%	65%	84%
Periodical	63%	87%	71%	76%	74%	81%
Reserve	54%	88%	74%	84%	71%	88%
Microform/ Media	37%	82%	39%	78%	59%	86%

We feel the ratings given to the areas where a large majority of respondents rated the service are valid, while the ratings in those areas rated by fewer patrons are open to question. For example, 16 percent of the undergraduates rated the Inter-library Loan Desk and 12 percent of the undergraduates rated the Special Collections Department (See tables in Appendix II). The heads of these two areas feel 1% to 3% of the undergraduate student body use their facilities. We do not have a satisfactory explanation for why such a large percentage rated the service in these areas.

Question 12: In general, how would you describe the service you have received in the Reading Rooms or branch library?

Few members of the three groups rated the service in the Reading Rooms or the Veterinary Medical Library.

Reading Rooms	Group	RATING					
		Excellent	Good	Fair	Poor	Not Used	Not Answered
Design Reading Room	Fac/Staff	2.1%	2.8%	0.2%	0.4%	81.8%	12.6%
	Grad Stus.	0.3%	3.1%	1.7%	0.3%	89.3%	5.2%
	Undergrads	3.4%	5.6%	3.4%	-	80.2%	7.5%
Economics/ Sociology Reading Room	Fac/Staff	3.0%	5.1%	1.5%	0.6%	76.7%	13.0%
	Grad Stus.	3.8%	8.6%	1.4%	0.7%	80.4%	5.2%
	Undergrads	2.2%	6.3%	3.0%	0.4%	79.9%	8.2%
Engineering Reading Room	Fac/Staff	6.6%	10.5%	1.5%	-	69.9%	11.5%
	Grad Stus.	6.5%	9.3%	3.1%	1.4%	74.6%	5.2%
	Undergrads	4.9%	10.1%	2.6%	-	75.5%	6.7%
Mathematics Reading Room	Fac/Staff	1.1%	3.2%	0.9%	0.4%	81.2%	13.2%
	Grad Stus.	1.4%	3.4%	1.7%	1.0%	86.6%	5.8%
	Undergrads	0.7%	5.2%	1.9%	0.4%	84.0%	7.8%
Physical Sciences Reading Room	Fac/Staff	7.3%	11.3%	3.0%	-	66.9%	11.5%
	Grad Stus.	9.6%	9.3%	3.4%	0.7%	70.8%	6.2%
	Undergrads	2.2%	5.2%	2.2%	-	82.5%	7.8%
Veterinary Medical Library	Fac/Staff	7.5%	3.0%	-	-	76.7%	12.8%
	Grad Stus.	7.6%	6.2%	0.3%	0.3%	79.7%	5.8%
	Undergrads	1.5%	2.2%	1.1%	-	86.9%	8.2%

Service in the Reading Rooms and Veterinary Medical Library seems very satisfactory to those rating the areas.

Question 13: With the Library Automated Retrieval Service (LARS), many of the indexes to research literature can be searched by computer to produce a list of references on a research topic. The average cost of the service is $15.00.

	Group	Yes	No	Not answered
A. Have you used this service?	Fac/Staff	26.9%	69.2%	3.8%
	Grad Stus.	21.3%	78.0%	0.7%
	Undergrads	0.4%	95.1%	4.5%
B. Would you use this service if you needed such a list of references?	Fac/Staff	73.7%	16.2%	10.0%
	Grad Stus.	81.4%	13.1%	5.5%
	Undergrads	46.6%	42.9%	10.4%

LARS, Library Automated Retrieval Service, has been used by 27 percent of the faculty/staff, and 21 percent of the graduate students. Very few undergraduates, less than 1 percent, say they have used LARS. Eighty-one (81) percent of the graduate students, 74 percent of the faculty/staff members, and 47 percent of the undergraduate students indicate they would use this service when a list of references is needed.

The majority of respondents in all three groups answered Question A, "Have you used this service?". The promotion of LARS has been steadily carried on since its inception in 1977 through slide/tape presentations, regular announcements in the Faculty Newsletters, and brochures explaining the service. LARS is an acronymn probably recognized by most faculty members and students and may account for such a large majority responding to this question. Many fewer undergraduates stated they would use the service in the future. We suspect they feel the cost, on the average $15.00, prohibits them from using LARS.

Question 14: A. Are you satisfied with the present (Library) hours?

	Yes	No	No Opinion	Not Answered
Faculty/Staff	69.4%	17.9%	7.1%	5.6%
Graduate Students	50.5%	41.2%	4.5%	3.8%
Undergraduates	75.0%	13.1%	6.0%	6.0%

Seventy-five (75) percent of the undergraduate students indicate they are satisfied with the Library's present hours. Sixty-nine (69) percent of the faculty/staff, and 51 percent of the graduate students say they are satisfied.

B. If money became available to increase the number of hours the Library could be open, where would you recommend these hours be added?

47 percent faculty/staff

14 percent graduate students

30 percent undergraduate students

did not answer this portion of the question.

Of those who did answer, the following choices were made:

	Faculty/Staff	Graduate Students	Undergraduates
FALL, WINTER, SPRING QUARTERS			
Evening Hours	08.1%	21.3%	35.4%
Saturday Hours	14.1%	32.6%	42.0%
Sunday Hours	11.1%	32.0%	36.2%
QUARTER BREAKS			
Evening Hours	23.7%	46.4%	08.2%
Saturday Hours	26.3%	37.4%	08.2%
Sunday Hours	08.3%	18.2%	06.0%
SUMMER SESSIONS			
Evening Hours	21.1%	42.0%	18.0%
Saturday Hours	14.7%	34.0%	10.4%
Sunday Hours	05.3%	17.9%	06.7%

If the Library were to be open more hours, the faculty/staff choices would be evening and Saturday hours during quarter breaks, and evening hours during summer sessions. Graduate students would choose Saturday and Sunday hours during the quarters, evening and Saturday hours during quarter breaks, and evening and Saturday hours during summer sessions. Undergraduate students would like to see evening, Saturday and Sunday hours extended during the quarters.

The three groups in the academic community indicated different choices if the Library were to stay open for more hours. Faculty/staff members, who tend to stay on the campus during quarter breaks and summers would like the hours extended during those periods. Undergraduates, who leave during quarter breaks, want the hours extended during the quarter, when they are here. Graduate students, who use the Library during the quarters as well as during breaks and in the summer, would like longer hours in all the categories.

GENERAL EVALUATION SURVEY

Appendix I

Sample Copies of Questionnaires

Undergraduates

The Iowa State University Library is interested in assessing the services of the Library offered to the academic community. Your cooperation in filling out this questionnaire will help us evaluate and improve our services to you, the user of the Library. Please return the questionnaire in CAMPUS MAIL. An envelope is not necessary.

Thank you for your help.

Warren B. Kuhn

Warren B. Kuhn
Dean of Library Services

Survey
of
Library Services

1. What is your classification?

___ Freshman ___ Junior

___ Sophomore ___ Senior

2. How would you rate the Library's collection in meeting your needs for:

A. Class reading assignments?

___ Excellent ___ Fair ___ No opinion

___ Good ___ Poor

B. Term papers, projects or class presentations?

___ Excellent ___ Fair ___ No opinion

___ Good ___ Poor

3. A. Have you taken the library instruction course (Library 160)?

___ Yes ___ No

B. If *yes*, has the course helped you to:

	Yes, very much	Yes, somewhat	Perhaps, but not much	No, not at all	No opinion
Do assignments					
Do literature searches for projects and papers					
Use the card catalog					
Use the Serials Catalog					

5. How often do you usually go to the main Library? *Check the one most appropriate.*

___ Almost daily
___ More than once a week
___ About once a week
___ Two or three times a month
___ About once a month
___ About once a quarter

6. For each item listed below, please indicate how frequently it is your principal reason for visiting the main Library.

	Often	Occasionally	Seldom	Never
To study from your own books				
To attend Library 160				
To use photocopy facilities				
To consult with the Library staff				
To examine the books on the "New Title Shelf"				
To browse in the Library's collection				
To find material for a paper, speech, or research				
To find a specific piece of information (e.g., address, telephone number, title for journal abbreviation)				
To check materials out of the Library				
To return materials to the Library				
To read materials in the Periodical Reading Room				
To use materials on Reserve				
To use materials located in the Microform/Media Center				
To use materials in the Government Publications Dept.				
To use materials in the Reference Dept.				
To use materials in the Special Collections and Archives Dept.				
Other *(specify)*				

7. Please check the appropriate boxes to indicate how frequently you use the following library materials.

	Often	Occasionally	Seldom	Never
Books				
Current periodicals				
Bound periodicals				
Current newspapers				
Periodicals on microfilm/ microfiche				
Newspapers on microfilm				
Other microfilm, microfiche				
Audio cassettes, videocassettes, or slides				
Maps				
Abstracts and Indexes				

8. When you are looking for material in the Library, how frequently do you use the following catalogs? *Check the box best describing your use of each catalog or list.*

	Often	Occasionally	Seldom	Never
Author/Title Card Catalog				
Subject Card Catalog				
ISU Serials Catalog (The red/blue volumes listing periodicals and magazines)				
Location Card Catalog (Located north of Information Desk; containing call numbers of books not shelved in the General or Reference collections)				
Circulation Printout (Computer list of books checked out of the Library)				

9. Please rate your use of information printed on the catalog card. *Check the most appropriate box for each item.*

	Often	Occasionally	Seldom	Never
Call number				
Author				
Title				
Edition				
Place of publication				
Publisher				
Date				
Number of pages				
Indication of illustrations				
Height of book				
Explanatory notes				
Indication of bibliographies				
Subject headings (at bottom of card)				

10. Where and how often are you able to locate library materials? *Check the answer that best describes your experience in each case.*

	Often	Occasionally	Seldom	Never
On the shelf in call number sequence				
In temporary shelving at the south end of the Circulation Desk				
Listed in the Location Card Catalog, indicating they are in a special location				
Checked out of the Library				
Not on the shelf				
Neither on the shelf nor checked out of the Library				
By asking for assistance from the Library staff				

11. In general, how would you describe the service in the main Library you have received at the locations listed below? *Check the box best describing your experience with the service at each location.*

	Excellent	Good	Fair	Poor	Not used
Circulation Desk					
Government Publications Department					
Information Desk					
Interlibrary Loan Desk					
Map Room					
Microform/Media Center					
Periodical/Newspaper Room					
Photoduplication Services					
Reference Desk					
Reserve Desk					
Special Collections Department					

12. In general, how would you describe the service you have received in the Reading Rooms or branch library? *Check the box best describing your opinion of the service in each one.*

	Excellent	Good	Fair	Poor	Not used
Design Reading Room					
Economics/Sociology Reading Room					
Engineering Reading Room					
Mathematics Reading Room					
Physical Sciences Reading Room					
Veterinary Medical Library					

13. With the Library Automated Retrieval Service (LARS), many of the indexes to research literature (Biological Abstracts, Psychological Abstracts, etc.) can be searched by computer to produce a list of references on a research topic. The average cost of the service is $15.00.

A. Have you used this service?

___ Yes ___ No

B. Would you use this service if you needed such a list of references?

___ Yes ___ No

14. Present funding permits the Library to operate the following hours:

	Fall, Winter, Spring Quarters	Quarter Breaks	Summer Sessions
Sunday	12:30 pm to midnight	1:00 pm to 5:00 pm	1:00 pm to 9:00 pm
Monday-Thursday	7:30 am to midnight	8:00 am to 5:00 pm	7:30 am to 9:00 pm
Friday	7:30 am to 10:00 pm	8:00 am to 5:00 pm	7:30 am to 5:00 pm
Saturday	10:00 am to 10:00 pm	Closed	1:00 pm to 5:00 pm

A. Are you satisfied with the present hours?

___ Yes ___ No ___ No opinion

B. If money became available to increase the number of hours the Library could be open, where would you recommend these hours be added? *Place a 1 in the appropriate box below to indicate where you think additional hours are most needed. If you have a second choice, enter 2 in that box; enter a 3 to indicate a third choice if you have one.*

	Evening Hours	Saturday Hours	Sunday Hours
Fall, Winter, Spring Quarters			
Quarter Breaks			
Summer Sessions			

15. Please write any comments you have regarding the Library.

Graduate Students

The Iowa State University Library is interested in assessing the services of the Library offered to the academic community. Your cooperation in filling out this questionnaire will help us evaluate and improve our services to you, the user of the Library. Please return the questionnaire in CAMPUS MAIL. An envelope is not necessary.

Thank you for your help.

Warren B. Kuhn
Dean of Library Services

Survey
of
Library Services

1. How would you rate the Library's collection in meeting your needs? *Check the box that best describes your opinion of each need.*

	Excellent	Good	Fair	Poor	No opinion	Not applicable
As a student						
As a teacher						
As a researcher						
For hobbies, leisure reading, or personal satisfaction						

2. What suggestions do you have for improvement in the Library's collection?

3. The Library offers a five-week, non-credit seminar to graduate students and faculty members on the "Effective Use of Library Research Resources".

   A. Have you ever attended this seminar?

   ___ Yes ___ No

   B. Do you think such a seminar is useful?

   ___ Yes ___ No ___ No opinion

   C. Would you favor extending its length and offering it for credit?

   ___ Yes ___ No ___ No opinion

5. How often do you usually go to the main Library? *Check the one most appropriate.*

___ Almost daily
___ More than once a week
___ About once a week
___ Two or three times a month
___ About once a month
___ About once a quarter

6. For each item listed below, please indicate how frequently it is your principal reason for visiting the main Library.

	Often	Occasionally	Seldom	Never
To study from your own books				
To attend Library 160				
To use photocopy facilities				
To consult with the Library staff				
To examine the books on the "New Title Shelf"				
To browse in the Library's collection				
To find material for a paper, speech, or research				
To find a specific piece of information (e.g., address, telephone number, title for journal abbreviation)				
To check materials out of the Library				
To return materials to the Library				
To read materials in the Periodical Reading Room				
To use materials on Reserve				
To use materials located in the Microform/Media Center				
To use materials in the Government Publications Dept.				
To use materials in the Reference Dept.				
To use materials in the Special Collections and Archives Dept.				
Other *(specify)*				

7. Please check the appropriate boxes to indicate how frequently you use the following library materials.

	Often	Occasionally	Seldom	Never
Books				
Current periodicals				
Bound periodicals				
Current newspapers				
Periodicals on microfilm/ microfiche				
Newspapers on microfilm				
Other microfilm, microfiche				
Audio cassettes, videocassettes, or slides				
Maps				
Abstracts and Indexes				

8. When you are looking for material in the Library, how frequently do you use the following catalogs? *Check the box best describing your use of each catalog or list.*

	Often	Occasionally	Seldom	Never
Author/Title Card Catalog				
Subject Card Catalog				
ISU Serials Catalog (The red/blue volumes listing periodicals and magazines)				
Location Card Catalog (Located north of Information Desk; containing call numbers of books not shelved in the General or Reference collections)				
Circulation Printout (Computer list of books checked out of the Library)				

9. Please rate your use of information printed on the catalog card. *Check the most appropriate box for each item.*

	Often	Occasionally	Seldom	Never
Call number				
Author				
Title				
Edition				
Place of publication				
Publisher				
Date				
Number of pages				
Indication of illustrations				
Height of book				
Explanatory notes				
Indication of bibliographies				
Subject headings (at bottom of card)				

10. Where and how often are you able to locate library materials? *Check the answer that best describes your experience in each case.*

	Often	Occasionally	Seldom	Never
On the shelf in call number sequence				
In temporary shelving at the south end of the Circulation Desk				
Listed in the Location Card Catalog, indicating they are in a special location				
Checked out of the Library				
Not on the shelf				
Neither on the shelf nor checked out of the Library				
By asking for assistance from the Library staff				

11. In general, how would you describe the service in the main Library you have received at the locations listed below? *Check the box best describing your experience with the service at each location.*

	Excellent	Good	Fair	Poor	Not used
Circulation Desk					
Government Publications Department					
Information Desk					
Interlibrary Loan Desk					
Map Room					
Microform/Media Center					
Periodical/Newspaper Room					
Photoduplication Services					
Reference Desk					
Reserve Desk					
Special Collections Department					

12. In general, how would you describe the service you have received in the Reading Rooms or branch library? *Check the box best describing your opinion of the service in each one.*

	Excellent	Good	Fair	Poor	Not used
Design Reading Room					
Economics/Sociology Reading Room					
Engineering Reading Room					
Mathematics Reading Room					
Physical Sciences Reading Room					
Veterinary Medical Library					

13. With the Library Automated Retrieval Service (LARS), many of the indexes to research literature (Biological Abstracts, Psychological Abstracts, etc.) can be searched by computer to produce a list of references on a research topic. The average cost of the service is $15.00.

A. Have you used this service?

___ Yes ___ No

B. Would you use this service if you needed such a list of references?

___ Yes ___ No

14. Present funding permits the Library to operate the following hours:

	Fall, Winter, Spring Quarters	Quarter Breaks	Summer Sessions
Sunday	12:30 pm to midnight	1:00 pm to 5:00 pm	1:00 pm to 9:00 pm
Monday-Thursday	7:30 am to midnight	8:00 am to 5:00 pm	7:30 am to 9:00 pm
Friday	7:30 am to 10:00 pm	8:00 am to 5:00 pm	7:30 am to 5:00 pm
Saturday	10:00 am to 10:00 pm	Closed	1:00 pm to 5:00 pm

A. Are you satisfied with the present hours?

___ Yes ___ No ___ No opinion

B. If money became available to increase the number of hours the Library could be open, where would you recommend these hours be added? *Place a 1 in the appropriate box below to indicate where you think additional hours are most needed. If you have a second choice, enter 2 in that box; enter a 3 to indicate a third choice if you have one.*

	Evening Hours	Saturday Hours	Sunday Hours
Fall, Winter, Spring Quarters			
Quarter Breaks			
Summer Sessions			

15. Please write any comments you have regarding the Library.

Faculty / Staff

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Thank you for your help.

Warren B. Kuhn
Dean of Library Services

Survey
of
Library Services

1. Are you

___ Faculty ___ Staff

2. A. How would you rate the Library's collection in meeting your needs? *Check the box that best describes your opinion of each need.*

	Excellent	Good	Fair	Poor	No opinion	Not applicable
As a teacher or administrator						
As a researcher						
As an extension worker						
For hobbies, leisure reading, or personal satisfaction						

B. What suggestions do you have for improvement in the Library's collection?

3. Does the Library undergraduate instruction course, Library 160, prepare your students adequately to:

A. Find materials in the Library?

___ Yes ___ No ___ Don't know

B. Do literature searches for projects and papers?

___ Yes ___ No ___ Don't know

4. The Library offers a five-week, non-credit seminar to graduate students and faculty members on the "Effective Use of Library Research Resources".

A. Do you think such a seminar is useful?

___ Yes ___ No ___ No opinion

B. Do you encourage your graduate students to attend?

___ Yes ___ No ___ No opinion

C. Would you favor extending its length and offering it for credit?

___ Yes ___ No ___ No opinion

5. How often do you usually go to the main Library? *Check the one most appropriate.*

___ Almost daily
___ More than once a week
___ About once a week
___ Two or three times a month
___ About once a month
___ About once a quarter

6. For each item listed below, please indicate how frequently it is your principal reason for visiting the main Library.

	Often	Occasionally	Seldom	Never
To study from your own books				
To attend Library 160				
To use photocopy facilities				
To consult with the Library staff				
To examine the books on the "New Title Shelf"				
To browse in the Library's collection				
To find material for a paper, speech, or research				
To find a specific piece of information (e.g., address, telephone number, title for journal abbreviation)				
To check materials out of the Library				
To return materials to the Library				
To read materials in the Periodical Reading Room				
To use materials on Reserve				
To use materials located in the Microform/Media Center				
To use materials in the Government Publications Dept.				
To use materials in the Reference Dept.				
To use materials in the Special Collections and Archives Dept.				
Other *(specify)*				

7. Please check the appropriate boxes to indicate how frequently you use the following library materials.

	Often	Occasionally	Seldom	Never
Books				
Current periodicals				
Bound periodicals				
Current newspapers				
Periodicals on microfilm/ microfiche				
Newspapers on microfilm				
Other microfilm, microfiche				
Audio cassettes, videocassettes, or slides				
Maps				
Abstracts and Indexes				

8. When you are looking for material in the Library, how frequently do you use the following catalogs? *Check the box best describing your use of each catalog or list.*

	Often	Occasionally	Seldom	Never
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Subject Card Catalog				
ISU Serials Catalog (The red/blue volumes listing periodicals and magazines)				
Location Card Catalog (Located north of Information Desk; containing call numbers of books not shelved in the General or Reference collections)				
Circulation Printout (Computer list of books checked out of the Library)				

9. Please rate your use of information printed on the catalog card. *Check the most appropriate box for each item.*

	Often	Occasionally	Seldom	Never
Call number				
Author				
Title				
Edition				
Place of publication				
Publisher				
Date				
Number of pages				
Indication of illustrations				
Height of book				
Explanatory notes				
Indication of bibliographies				
Subject headings (at bottom of card)				

10. Where and how often are you able to locate library materials? *Check the answer that best describes your experience in each case.*

	Often	Occasionally	Seldom	Never
On the shelf in call number sequence				
In temporary shelving at the south end of the Circulation Desk				
Listed in the Location Card Catalog, indicating they are in a special location				
Checked out of the Library				
Not on the shelf				
Neither on the shelf nor checked out of the Library				
By asking for assistance from the Library staff				

11. In general, how would you describe the service in the main Library you have received at the locations listed below? *Check the box best describing your experience with the service at each location.*

	Excellent	Good	Fair	Poor	Not used
Circulation Desk					
Government Publications Department					
Information Desk					
Interlibrary Loan Desk					
Map Room					
Microform/Media Center					
Periodical/Newspaper Room					
Photoduplication Services					
Reference Desk					
Reserve Desk					
Special Collections Department					

12. In general, how would you describe the service you have received in the Reading Rooms or branch library? *Check the box best describing your opinion of the service in each one.*

	Excellent	Good	Fair	Poor	Not used
Design Reading Room					
Economics/Sociology Reading Room					
Engineering Reading Room					
Mathematics Reading Room					
Physical Sciences Reading Room					
Veterinary Medical Library					

13. With the Library Automated Retrieval Service (LARS), many of the indexes to research literature (Biological Abstracts, Psychological Abstracts, etc.) can be searched by computer to produce a list of references on a research topic. The average cost of the service is $15.00.

A. Have you used this service?

___ Yes ___ No

B. Would you use this service if you needed such a list of references?

___ Yes ___ No

14. Present funding permits the Library to operate the following hours:

	Fall, Winter, Spring Quarters	Quarter Breaks	Summer Sessions
Sunday	12:30 pm to midnight	1:00 pm to 5:00 pm	1:00 pm to 9:00 pm
Monday-Thursday	7:30 am to midnight	8:00 am to 5:00 pm	7:30 am to 9:00 pm
Friday	7:30 am to 10:00 pm	8:00 am to 5:00 pm	7:30 am to 5:00 pm
Saturday	10:00 am to 10:00 pm	Closed	1:00 pm to 5:00 pm

A. Are you satisfied with the present hours?

___ Yes ___ No ___ No opinion

B. If money became available to increase the number of hours the Library could be open, where would you recommend these hours be added? *Place a 1 in the appropriate box below to indicate where you think additional hours are most needed. If you have a second choice, enter 2 in that box; enter a 3 to indicate a third choice if you have one.*

	Evening Hours	Saturday Hours	Sunday Hours
Fall, Winter, Spring Quarters			
Quarter Breaks			
Summer Sessions			

15. Please write any comments you have regarding the Library.

GENERAL EVALUATION SURVEY

Appendix II

Tabulations of Responses

QUESTION 1 -- RATING OF LIBRARY'S COLLECTION (GRADUATE STUDENTS)

	Excellent	Good	Fair	Poor	No Opinion	Not Applicable	Not Answered
As a student	29.9% (87)	47.4% (138)	13.1% (38)	2.1% (6)	2.4% (7)	0.7% (2)	4.5% (13)
As a teacher	8.2% (24)	16.5% (48)	7.2% (21)	0.0% (0)	5.5% (16)	29.2% (85)	33.3% (97)
As a researcher	18.2% (53)	43.0% (125)	15.5% (45)	4.8% (14)	2.4% (7)	2.1% (6)	14.1% (41)
For hobbies, leisure reading or personal satisfaction	14.1% (41)	29.6% (86)	17.5% (51)	4.1% (12)	13.1% (38)	3.8% (11)	17.9% (52)

	Total = Exc + Good			Total = Fair + Poor			No Opinion	Not Applicable	Not Answered
As a student	77.3%	29.9%	47.4%	15.2%	13.1%	2.1%	2.4%	0.7%	4.5%
As a teacher	24.7%	8.2%	16.5%	7.2%	7.2%	0.0%	5.5%	29.2%	33.3%
As a researcher	61.2%	18.2%	43.0%	20.3%	15.5%	4.8%	2.4%	2.1%	14.1%
For hobbies, leisure reading or personal satisfaction	43.7%	14.1%	29.6%	21.6%	17.5%	4.1%	13.1%	3.8%	17.9%

4/28/81

QUESTION 2A. RATING OF LIBRARY'S COLLECTION (FACULTY/STAFF)

	Excellent	Good	Fair	Poor	No Opinion	Not Applicable	Not Answered
As a teacher or administrator	21.2% (99)	42.5% (199)	8.8% (41)	0.4% (2)	2.4% (11)	9.8% (46)	15.0% (70)
As a researcher	19.9% (93)	36.5% (171)	17.7% (83)	2.4% (11)	2.8% (13)	7.1% (33)	13.7% (64)
As an extension worker	3.2% (15)	6.6% (31)	1.3% (6)	0.4% (2)	5.1% (24)	36.5% (171)	46.8% (219)
For hobbies, leisure reading or personal satisfaction	18.4% (86)	30.1% (141)	11.3% (53)	3.0% (14)	12.6% (59)	4.7% (22)	19.9% (93)

	Total = Exc + Good			Total = Fair + Poor			No Opinion	Not Applicable	Not Answered
As a teacher or administrator	63.7%	21.2%	42.5%	9.2%	8.8%	0.4%	2.4%	9.8%	15.0%
As a researcher	56.4%	19.9%	36.5%	20.1%	17.7%	2.4%	2.8%	7.1%	13.7%
As an extension worker	9.8%	3.2%	6.6%	1.7%	1.3%	0.4%	5.1%	36.5%	46.8%
For hobbies, leisure reading or personal satisfaction	48.5%	18.4%	30.1%	14.3%	11.3%	3.0%	12.6%	4.7%	19.9%

QUESTION 2. RATING OF LIBRARY'S COLLECTION (UNDERGRADUATES)

	Total = Exc + Good			Total = Fair + Poor			No Opinion	Not Answered
Class Reading Assignments	66.4%	22.0%	44.4%	8.2%	7.5%	0.7%	20.9%	4.5%
Term papers, projects or class presentations	60.1%	17.9%	42.2%	13.4%	12.3%	1.1%	22.0%	4.5%

Rating	Class Reading Assignments	Term papers, projects or class presentations
Excellent	22.0% (59)	17.9% (48)
Good	44.4% (119)	42.2% (113)
Fair	7.5% (20)	12.3% (33)
Poor	0.7% (2)	1.1% (3)
No Opinion	20.9% (56)	22.0% (59)
Not Answered	4.5% (12)	4.5% (12)

1/5/81
4/28/81

Question 3. Opinions of Student Preparation After Taking Library 160 FACULTY/STAFF

	Yes	No	Don't Know	Not Applicable	Not Answered
Find materials in Library	20.9%	3.6%	57.3%	2.6%	15.6%
Do literature searches	17.1%	6.0%	58.5%	2.6%	15.8%

Question 3B. Opinions of Students Having Taken Library 160 UNDERGRADS

	Yes, very much	Yes, somewhat	Perhaps, but not much	Total	No, not at all	No Opinion	Not Answered
Use ISU Serials Catalog	27.6%	23.5%	14.2%	65.3%	6.0%	2.2%	26.5%
Use Card Catalog	16.0%	31.7%	14.9%	62.6%	8.2%	2.6%	26.5%
Do Assignments	6.3%	32.1%	23.1%	61.5%	6.3%	4.5%	27.6%
Do Literature Searches	10.8%	31.7%	20.1%	62.6%	4.5%	6.3%	26.5%

4/28/81

QUESTION 3: FACULTY -- Opinions of Student Preparation After Taking Library 160

Rating	Find Materials in Library		Do Literature Searches	
	Number	Percent	Number	Percent
Yes	98	20.9	80	17.1
No	17	3.6	28	6.0
Don't know	268	57.3	274	58.5
Not applicable	12	2.6	12	2.6
Not answered	73	15.6	74	15.8

QUESTION 3B: UNDERGRADUATE STUDENTS -- Opinions of Students Having Taken Library 160[a/]

Rating	How it has helped them to:							
	Do Assignments		Do Literature Searches		Use Card Catalog		Use Serials Catalog	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Yes, very much	17	6.3	29	10.8	43	16.0	74	27.6
Yes, somewhat	86	32.1	85	31.7	85	31.7	63	23.5
Perhaps, but not much	62	23.1	54	20.1	40	14.9	38	14.2
No, not at all	17	6.3	12	4.5	22	8.2	16	6.0
No opinion	12	4.5	17	6.3	7	2.6	6	2.2
Not answered	74	27.6	71	26.5	71	26.5	71	26.5

a/ Of the students answering the questionnaire, 197, or 73.5 percent, have taken Library 160. Seventy-one, or 26.5 percent, of the students answering the questionnaire have NOT taken Library 160 or did not answer the question, "Have you taken the library instruction course (Library 160)?"

6/16/80

QUESTION 4 (Faculty), 3 (Grad Students). OPINIONS CONCERNING GRADUATE SEMINAR

		Yes	No	No Opinion	Not Applicable	Not Answered
Usefulness of seminar	Faculty/Staff	57.1% (267)	2.4% (11)	30.8% (144)	0.2% (1)	9.6% (45)
	Grad Students	66.3% (193)	3.8% (11)	24.4% (71)	---	5.5% (16)
Extend length and offer for credit	Faculty/Staff	7.3% (34)	37.4% (175)	41.2% (193)	0.4% (2)	13.7% (64)
	Grad Students	13.7% (40)	34.4% (100)	45.0% (131)	---	6.9% (20)
Having attended seminar	Grad Students	11.7% (34)	87.6% (255)	---	---	0.7% (2)
Having encouraged Graduate Students to attend	Faculty/Staff	25.2% (118)	13.9% (65)	40.8% (191)	1.7% (8)	18.4% (86)

7/25/80

8/11/80

Question 5. Frequency of Use of Library

FACULTY/STAFF

	Total
Almost daily (6.8%) More than once a week (20.7%) About once a week (23.3%)	50.8%
2 or 3 times a month	19.4%
About once a month	17.9%
About once a quarter	8.3%
Not answered	3.4%

GRAD STUDENTS

	Total
Almost daily (17.5%) More than once a week (40.9%) About once a week (19.9%)	78.3%
2 or 3 times a month	13.4%
About once a month	5.2%
About once a quarter	1.7%
Not answered	1.4%

UNDERGRADS

	Total
Almost daily (18.7%) More than once a week (26.9%) About once a week (18.3%)	63.9%
2 or 3 times a month	17.9%
About once a month	7.1%
About once a quarter	7.1%
Not answered	4.1%

3/30/81

QUESTION 5. FREQUENCY OF USE OF LIBRARY

	Almost Daily	More Than Once a Week	About Once A Week	2 or 3 Times A Month	About Once A Month	About Once A Quarter	Not Answered
Faculty/Staff	6.8% (32)	20.7% (97)	23.3% (109)	19.4% (91)	17.9% (84)	8.3% (39)	3.4% (16)
Grad Students	17.5% (51)	40.9% (119)	19.9% (58)	13.4% (39)	5.2% (15)	1.7% (5)	1.4% (4)
Undergrads	18.7% (50)	26.9% (72)	18.3% (49)	17.9% (48)	7.1% (19)	7.1% (19)	4.1% (11)

7/25/80

Question 6. Principal Reason(s) for Visiting the Library FACULTY/STAFF

	TOTAL = Often + Occas			Seldom	Never	Not Answered
To find material for a paper, speech, or research	82.6%	50.4%	32.1%	6.8%	5.6%	5.1%
To check materials out of the Library	81.7%	35.3%	46.4%	11.5%	1.9%	4.9%
To return materials to the Library	77.2%	29.1%	48.1%	14.1%	2.4%	6.4%
To find specific pieces of information	61.5%	17.9%	43.6%	25.9%	6.2%	6.4%
To read materials in the Periodical Reading Room	54.0%	17.7%	36.3%	28.2%	12.4%	5.3%
To use materials in the Reference Department	53.8%	11.3%	42.5%	28.0%	12.6%	5.6%
To examine the books on the "New Title Shelf"	49.3%	17.7%	31.6%	23.4%	20.1%	6.2%
To browse in the Library's collection	44.7%	10.3%	34.4%	30.8%	17.1%	7.5%
To use photocopy facilities	38.7%	8.8%	29.9%	22.9%	31.6%	6.8%
To consult with the Library staff	32.9%	3.4%	29.5%	37.0%	20.5%	9.6%
To use materials in the Government Publications Department	25.2%	6.6%	18.6%	35.3%	34.2%	5.3%
To use materials on Reserve	17.7%	3.8%	13.9%	32.5%	41.0%	8.8%
To use materials located in Microform/Media Center	16.6%	2.1%	14.5%	37.0%	39.1%	7.3%
To study from own books	9.4%	1.9%	7.5%	16.0%	64.1%	10.5%
To use materials in the Special Collections/Archives Department	7.5%	1.1%	6.4%	26.7%	58.3%	7.5%
To attend Library 160	0.2%	--	0.2%	0.6%	87.2%	12.0%

4/28/81

Question 6. Principal Reason(s) for Visiting the Library GRAD STUDENTS

	TOTAL =	Often +	Occas	Seldom	Never	Not Answered
To find material for a paper, speech, or research	94.2%	69.1%	25.1%	2.7%	1.4%	1.7%
To check materials out of the Library	82.5%	40.2%	42.3%	10.3%	4.1%	3.1%
To return materials to the Library	80.8%	28.9%	51.9%	12.0%	4.1%	3.1%
To find specific pieces of information	58.7%	19.2%	39.5%	29.6%	7.2%	4.5%
To read materials in the Periodical Reading Room	57.4%	20.6%	36.8%	28.2%	10.7%	3.8%
To use materials in the Reference Department	47.4%	14.8%	32.6%	37.1%	12.4%	3.1%
To use photocopy facilities	46.4%	14.8%	31.6%	25.8%	23.4%	4.5%
To use materials on Reserve	41.9%	16.8%	25.1%	40.2%	15.5%	2.4%
To browse in the Library's collection	39.9%	8.6%	31.3%	34.4%	19.9%	5.8%
To examine the books on the "New Title Shelf"	37.1%	12.7%	24.4%	30.6%	27.8%	4.5%
To study from own books	32.0%	13.4%	18.6%	25.4%	38.5%	4.1%
To consult with the Library staff	24.7%	2.4%	22.3%	41.9%	27.8%	5.5%
To use materials in Microform/ Media Center	18.2%	4.5%	13.7%	37.8%	39.9%	4.1%
To use materials in the Government Publications Department	15.8%	3.8%	12.0%	33.7%	47.1%	3.4%
To use materials in the Special Collections/Archives Department	3.4%	0.7%	2.7%	23.0%	69.1%	4.5%
To attend Library 160	1.0%	0.3%	0.7%	3.1%	83.5%	12.4%

4/28/81

Question 6. Principal Reason(s) for Visiting the Library UNDERGRADS

	TOTAL = Often + Occas			Seldom	Never	Not Answered
To study from own books	64.2%	42.9%	21.3%	16.4%	15.7%	3.7%
To find materials for a paper, speech, or research	64.1%	19.0%	45.1%	17.9%	13.4%	4.5%
To use materials on Reserve	54.5%	24.3%	30.2%	19.8%	20.5%	5.2%
To read materials in the Periodical Reading Room	50.8%	22.4%	28.4%	25.7%	19.4%	4.1%
To check materials out of the Library	41.8%	9.7%	32.1%	31.0%	22.8%	4.5%
To return materials to the Library	40.7%	8.2%	32.5%	31.3%	23.5%	4.5%
To use materials in the Microform/Media Center	36.5%	11.9%	24.6%	26.1%	33.2%	4.1%
To find a specific piece of information	31.7%	7.1%	24.6%	33.2%	30.2%	4.9%
To use photocopy facilities	30.2%	5.6%	24.6%	25.4%	39.9%	4.5%
To use materials in the Reference Department	26.5%	4.5%	22.0%	32.8%	36.2%	4.5%
To browse in the Library's collection	25.3%	6.3%	19.0%	20.1%	49.6%	4.9%
To attend Library 160	19.0%	8.2%	10.8%	7.8%	64.2%	9.0%
To examine the books on the "New Title Shelf"	7.8%	1.5%	6.3%	18.7%	69.0%	4.5%
To use materials in the Government Publications Department	4.5%	1.1%	3.4%	14.9%	76.5%	4.1%
To consult with the Library staff	3.7%	---	3.7%	22.4%	69.4%	4.5%
To use materials in the Special Collections/Archives Department	2.2%	---	2.2%	9.3%	84.0%	4.5%

4/28/81

QUESTION 6: PRINCIPAL REASON FOR VISITING LIBRARY

	Group	Basis of Rating									
		Often		Occasionally		Seldom		Never		Not Answered	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Study from own books	Faculty/Staff	9	1.9	35	7.5	75	16.0	300	64.1	49	10.5
	Grad Students	39	13.4	54	18.6	74	25.4	112	38.5	12	4.1
	Undergrads	115	42.9	57	21.3	44	16.4	42	15.7	10	3.7
Attend Library 160	Faculty/Staff			1	0.2	3	0.6	408	87.2	56	12.0
	Grad Students	1	0.3	2	0.7	9	3.1	243	83.5	36	12.4
	Undergrads	22	8.2	29	10.8	21	7.8	172	64.2	24	9.0
Use photocopy facilities	Faculty/Staff	41	8.8	140	29.9	107	22.9	148	31.6	32	6.8
	Grad Students	43	14.8	92	31.6	75	25.8	68	23.4	13	4.5
	Undergrads	15	5.6	66	24.6	68	25.4	107	39.9	12	4.5
Consult with Library staff	Faculty/Staff	16	3.4	138	29.5	173	37.0	96	20.5	45	9.6
	Grad Students	7	2.4	65	22.3	122	41.9	81	27.8	16	5.5
	Undergrads			10	3.7	60	22.4	186	69.4	12	4.5
"New Title Shelf"	Faculty/Staff	83	17.7	148	31.6	114	23.4	94	20.1	29	6.2
	Grad Students	37	12.7	71	24.4	89	30.6	81	27.8	13	4.5
	Undergrads	4	1.5	17	6.3	50	18.7	185	69.0	12	4.5
Browse in Library's collection	Faculty/Staff	14	10.3	161	34.4	144	30.8	80	17.1	35	7.5
	Grad Students	25	8.6	91	31.3	100	34.4	58	19.9	17	5.8
	Undergrads	17	6.3	51	19.0	54	20.1	133	49.6	13	4.9
Find material for paper, speech, or research	Faculty/Staff	236	50.4	150	32.1	32	6.8	26	5.6	24	5.1
	Grad Students	201	69.1	73	25.1	8	2.7	4	1.4	5	1.7
	Undergrads	51	19.0	121	45.1	48	17.9	36	13.4	12	4.5
Find specific piece of information	Faculty/Staff	84	17.9	204	43.6	121	25.9	29	6.2	30	6.4
	Grad Students	56	19.2	115	39.5	86	29.6	21	7.2	13	4.5
	Undergrads	19	7.1	66	24.6	89	33.2	81	30.2	13	4.9
Check out materials	Faculty/Staff	165	35.3	217	46.4	54	11.5	9	1.9	23	4.9
	Grad Students	117	40.2	123	42.3	30	10.3	12	4.1	9	3.1
	Undergrads	26	9.7	86	32.1	83	31.0	61	22.8	12	4.5

QUESTION 6: Continued

	Group	Basis of Rating									
		Often		Occasionally		Seldom		Never		Not Answered	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Return materials	Faculty/Staff	136	29.1	225	48.1	66	14.1	11	2.4	30	6.4
	Grad Students	84	28.9	151	51.9	35	12.0	12	4.1	9	3.1
	Undergrads	22	8.2	87	32.5	84	31.3	63	23.5	12	4.5
Periodical Reading Room	Faculty/Staff	83	17.7	170	36.3	132	28.2	58	12.4	25	5.3
	Grad Students	60	20.6	107	36.8	82	28.2	31	10.7	11	3.8
	Undergrads	60	22.4	76	28.4	69	25.7	52	19.4	11	4.1
Reserve	Faculty/Staff	18	3.8	65	13.9	152	32.5	192	41.0	41	8.8
	Grad Students	49	16.8	73	25.1	117	40.2	45	15.5	7	2.4
	Undergrads	65	24.3	81	30.2	53	19.8	55	20.5	14	5.2
Microform/Media Center	Faculty/Staff	10	2.1	68	14.5	173	37.0	183	39.1	34	7.3
	Grad Students	13	4.5	40	13.7	110	37.8	116	39.9	12	4.1
	Undergrads	32	11.9	66	24.6	70	26.1	89	33.2	11	4.1
Government Publications	Faculty/Staff	31	6.6	87	18.6	165	35.3	160	34.2	25	5.3
	Grad Students	11	3.8	35	12.0	98	33.7	137	47.1	10	3.4
	Undergrads	3	1.1	9	3.4	40	14.9	205	76.5	11	4.1
Reference	Faculty/Staff	53	11.3	199	42.5	131	28.0	59	12.6	26	5.6
	Grad Students	43	14.8	95	32.6	108	37.1	36	12.4	9	3.1
	Undergrads	12	4.5	59	22.0	88	32.8	97	36.2	12	4.5
Special Collections/ Archives	Faculty/Staff	5	1.1	30	6.4	125	26.7	273	58.3	35	7.5
	Grad Students	2	0.7	8	2.7	67	23.0	201	69.1	13	4.5
	Undergrads			6	2.2	25	9.3	225	84.0	12	4.5

6/18/80

QUESTION 6. PRINCIPAL REASON FOR VISITING LIBRARY

	Faculty/Staff	Grad Students	Undergrads
STUDY FROM OWN BOOKS.....	89.5% answered --	95.9% answered --	96.3% answered --
	2.1% OFTEN	14.0% OFTEN	44.6% OFTEN
	8.4% OCCASIONALLY	19.4% OCCASIONALLY	22.1% OCCASIONALLY
	17.9% SELDOM	26.5% SELDOM	17.1% SELDOM
	71.6% NEVER	40.1% NEVER	16.3% NEVER
	10.5% no response	4.1% no response	3.7% no response
ATTEND LIBRARY 160...	88.0% answered --	87.6% answered --	91.0% answered --
	0.0% OFTEN	0.4% OFTEN	9.0% OFTEN
	0.2% OCCASIONALLY	0.8% OCCASIONALLY	11.9% OCCASIONALLY
	0.7% SELDOM	3.5% SELDOM	8.6% SELDOM
	99.0% NEVER	95.3% NEVER	70.5% NEVER
	12.0% no response	12.4% no response	9.0% no response
USE PHOTOCOPY FACILITIES ...	93.2% answered --	95.5% answered --	95.5% answered --
	9.4% OFTEN	15.5% OFTEN	5.9% OFTEN
	32.1% OCCASIONALLY	33.1% OCCASIONALLY	25.8% OCCASIONALLY
	24.5% SELDOM	27.0% SELDOM	26.6% SELDOM
	33.9% NEVER	24.5% NEVER	41.8% NEVER
	6.8% no response	4.5% no response	4.5% no response
CONSULT WITH LIBRARY STAFF..	90.4% answered --	94.5% answered --	95.5% answered --
	3.8% OFTEN	2.5% OFTEN	0.0% OFTEN
	32.6% OCCASIONALLY	23.6% OCCASIONALLY	3.9% OCCASIONALLY
	40.9% SELDOM	44.4% SELDOM	23.4% SELDOM
	22.7% NEVER	29.5% NEVER	72.7% NEVER
	9.6% no response	5.5% no response	4.5% no response
NEW TITLE SHELF	93.8% answered --	95.5% answered --	95.5% answered --
	18.9% OFTEN	13.3% OFTEN	1.6% OFTEN
	33.7% OCCASIONALLY	25.5% OCCASIONALLY	6.6% OCCASIONALLY
	26.0% SELDOM	32.0% SELDOM	19.5% SELDOM
	21.4% NEVER	29.1% NEVER	72.3% NEVER
	6.2% no response	4.5% no response	4.5% no response

Continued ...

QUESTION 6. PRINCIPAL REASON FOR VISITING LIBRARY

	Faculty/Staff	Grad Students	Undergrads
BROWSE IN LIBRARY'S COLLECTION	92.5% answered --	94.2% answered --	95.1% answered --
	11.1% OFTEN	9.1% OFTEN	6.7% OFTEN
	37.2% OCCASIONALLY	33.2% OCCASIONALLY	20.0% OCCASIONALLY
	33.3% SELDOM	36.5% SELDOM	21.2% SELDOM
	18.5% NEVER	21.2% NEVER	52.1% NEVER
	7.5% no response	5.8% no response	4.9% no response
FIND MATERIAL FOR PAPER, SPEECH, OR RESEARCH	94.9% answered --	98.3% answered --	95.5% answered --
	53.2% OFTEN	70.3% OFTEN	19.9% OFTEN
	33.8% OCCASIONALLY	25.5% OCCASIONALLY	47.3% OCCASIONALLY
	7.2% SELDOM	2.8% SELDOM	18.8% SELDOM
	5.8% NEVER	1.4% NEVER	14.1% NEVER
	5.1% no response	1.7% no response	4.5% no response
FIND SPECIFIC PIECE OF INFORMATION ...	93.6% answered --	95.5% answered --	95.1% answered --
	19.2% OFTEN	20.1% OFTEN	7.5% OFTEN
	46.6% OCCASIONALLY	41.4% OCCASIONALLY	25.9% OCCASIONALLY
	27.6% SELDOM	30.9% SELDOM	34.9% SELDOM
	6.6% NEVER	7.6% NEVER	31.8% NEVER
	6.4% no response	4.5% no response	4.9% no response
CHECK OUT MATERIALS	95.1% answered --	96.9% answered --	95.5% answered --
	37.1% OFTEN	41.5% OFTEN	10.2% OFTEN
	48.8% OCCASIONALLY	43.6% OCCASIONALLY	33.6% OCCASIONALLY
	12.1% SELDOM	10.6% SELDOM	32.4% SELDOM
	2.0% NEVER	4.3% NEVER	23.8% NEVER
	4.9% no response	3.1% no response	4.5% no response
RETURN MATERIALS	93.6% answered --	96.9% answered --	95.5% answered --
	31.1% OFTEN	29.8% OFTEN	8.6% OFTEN
	51.4% OCCASIONALLY	53.5% OCCASIONALLY	34.0% OCCASIONALLY
	15.1% SELDOM	12.4% SELDOM	32.8% SELDOM
	2.5% NEVER	4.3% NEVER	24.6% NEVER
	6.4% no response	3.1% no response	4.5% no response

Continued ...

QUESTION 6. PRINCIPAL REASON FOR VISITING LIBRARY

	Faculty/Staff	Grad Students	Undergrads
PERIODICAL READING ROOM ..	94.7% answered --	96.2% answered --	95.9% answered --
	18.7% OFTEN	21.4% OFTEN	23.3% OFTEN
	38.4% OCCASIONALLY	38.2% OCCASIONALLY	29.6% OCCASIONALLY
	29.8% SELDOM	29.3% SELDOM	26.8% SELDOM
	13.1% NEVER	11.1% NEVER	20.2% NEVER
	5.3% no response	3.8% no response	4.1% no response
RESERVE	91.2% answered --	97.6% answered --	94.8% answered --
	4.2% OFTEN	17.3% OFTEN	25.6% OFTEN
	15.2% OCCASIONALLY	25.7% OCCASIONALLY	31.9% OCCASIONALLY
	35.6% SELDOM	41.2% SELDOM	20.9% SELDOM
	45.0% NEVER	15.8% NEVER	21.7% NEVER
	8.8% no response	2.4% no response	5.2% no response
MICROFORM/ MEDIA CENTER ..	92.7% answered --	95.9% answered --	95.9% answered --
	2.3% OFTEN	4.7% OFTEN	12.5% OFTEN
	15.7% OCCASIONALLY	14.3% OCCASIONALLY	25.7% OCCASIONALLY
	39.9% SELDOM	39.4% SELDOM	27.2% SELDOM
	42.1% NEVER	41.6% NEVER	34.6% NEVER
	7.3% no response	4.1% no response	4.1% no response
GOVERNMENT PUBLICATIONS ..	94.7% answered --	96.6% answered --	95.9% answered --
	7.0% OFTEN	3.9% OFTEN	1.2% OFTEN
	19.6% OCCASIONALLY	12.5% OCCASIONALLY	3.5% OCCASIONALLY
	37.2% SELDOM	34.9% SELDOM	15.6% SELDOM
	36.1% NEVER	48.8% NEVER	79.8% NEVER
	5.3% no response	3.4% no response	4.1% no response
REFERENCE	94.4% answered --	96.9% answered --	95.5% answered --
	12.0% OFTEN	15.2% OFTEN	4.7% OFTEN
	45.0% OCCASIONALLY	33.7% OCCASIONALLY	23.0% OCCASIONALLY
	29.6% SELDOM	38.3% SELDOM	34.4% SELDOM
	13.3% NEVER	12.8% NEVER	37.9% NEVER
	5.6% no response	3.1% no response	4.5% no response
SPECIAL COLLECTIONS/ ARCHIVES	92.5% answered --	95.5% answered --	95.5% answered --
	1.2% OFTEN	0.7% OFTEN	0.0% OFTEN
	6.9% OCCASIONALLY	2.9% OCCASIONALLY	2.3% OCCASIONALLY
	28.9% SELDOM	24.1% SELDOM	9.8% SELDOM
	63.0% NEVER	72.3% NEVER	87.9% NEVER
	7.5% no response	4.5% no response	4.5% no response

Question 7. Use of Library Materials

FACULTY/STAFF

	TOTAL = Often + Occas			Seldom	Never	Not Answered
Books	87.8%	51.7%	36.1%	4.9%	2.4%	4.9%
Current Periodicals	78.9%	43.2%	35.7%	12.4%	4.9%	3.8%
Bound Periodicals	74.6%	39.3%	35.3%	13.7%	7.5%	4.3%
Abstracts and Indexes	51.9%	17.1%	34.8%	25.0%	18.4%	4.7%
Current Newspapers	26.7%	7.7%	19.0%	35.7%	32.9%	4.7%
Periodicals on Microfilm/ Microfiche	17.5%	1.9%	15.6%	35.3%	41.7%	5.6%
Other Microfilm/Microfiche	12.2%	0.9%	11.3%	30.6%	50.2%	7.1%
Maps	7.9%	0.6%	7.3%	23.9%	62.0%	6.2%
Newspapers on Microfilm	6.6%	0.6%	6.0%	22.6%	64.5%	6.2%
Audio Cassettes, Videocassettes or slides	5.4%	1.3%	4.1%	21.4%	67.1%	6.2%

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Question 7. Use of Library Materials GRAD STUDENTS

	TOTAL =	Often +	Occas	Seldom	Never	Not Answered
Books	90.0%	60.1%	29.9%	5.8%	2.1%	2.1%
Current Periodicals	83.8%	52.9%	30.9%	11.7%	2.4%	2.1%
Bound Periodicals	81.1%	62.9%	18.2%	12.7%	3.4%	2.7%
Abstracts and Indexes	74.9%	34.7%	40.2%	14.1%	7.9%	3.1%
Current Newspapers	32.6%	12.0%	20.6%	31.3%	32.3%	3.8%
Periodicals on Microfilm/ Microfiche	16.8%	2.7%	14.1%	33.7%	45.7%	3.8%
Other Microfilm, Microfiche	10.7%	2.1%	8.6%	25.4%	59.8%	4.1%
Maps	9.6%	1.4%	8.2%	27.1%	59.8%	3.4%
Audio Cassettes, Videocassettes or slides	7.6%	2.1%	5.5%	22.7%	66.7%	3.1%
Newspapers on Microfilm	4.5%	0.7%	3.8%	18.9%	73.5%	3.1%

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Question 7. Use of Library Materials UNDERGRADS

	TOTAL =	Often +	Occas	Seldom	Never	Not Answered
Books	63.8%	19.4%	44.4%	19.8%	9.7%	6.7%
Current Periodicals	59.7%	24.6%	35.1%	19.0%	16.8%	4.5%
Current Newspapers	45.1%	20.5%	24.6%	23.9%	26.5%	4.5%
Bound Periodicals	38.0%	9.3%	28.7%	30.2%	27.2%	4.5%
Abstracts and Indexes	26.9%	4.1%	22.8%	31.3%	37.3%	4.5%
Audio Cassettes, Videocassettes or slides	23.5%	7.5%	16.0%	28.0%	44.0%	4.5%
Periodicals on Microfilm/ Microfiche	17.6%	3.4%	14.2%	26.1%	52.2%	4.1%
Other Microfilm, Microfiche	10.5%	1.5%	9.0%	23.5%	60.1%	6.0%
Maps	5.6%	0.7%	4.9%	22.0%	67.9%	4.5%
Newspapers on Microfilm	4.9%	--	4.9%	20.9%	69.8%	4.5%

4/28/81

QUESTION 7. USE OF LIBRARY MATERIALS

	Group	Basis of Rating				
		Often	Occasionally	Seldom	Never	Not Answered
Books	Faculty/Staff	51.7% (242)	36.1% (169)	4.9% (23)	2.4% (11)	4.9% (23)
	Grad Students	60.1% (175)	29.9% (87)	5.8% (17)	2.1% (6)	2.1% (6)
	Undergrads	19.4% (52)	44.4% (119)	19.8% (53)	9.7% (26)	6.7% (18)
Current Periodicals	Faculty/Staff	43.2% (202)	35.7% (167)	12.4% (58)	4.9% (23)	3.8% (18)
	Grad Students	52.9% (154)	30.9% (90)	11.7% (34)	2.4% (7)	2.1% (6)
	Undergrads	24.6% (66)	35.1% (94)	19.0% (51)	16.8% (45)	4.5% (12)
Bound Periodicals	Faculty/Staff	39.3% (184)	35.3% (165)	13.7% (64)	7.5% (35)	4.3% (20)
	Grad Students	62.9% (183)	18.2% (53)	12.7% (37)	3.4% (10)	2.7% (8)
	Undergrads	9.3% (25)	28.7% (77)	30.2% (81)	27.2% (73)	4.5% (12)
Current Newspapers	Faculty/Staff	7.7% (36)	19.0% (89)	35.7% (167)	32.9% (154)	4.7% (22)
	Grad Students	12.0% (35)	20.6% (60)	31.3% (91)	32.3% (94)	3.8% (11)
	Undergrads	20.5% (55)	24.6% (66)	23.9% (64)	26.5% (71)	4.5% (12)
Periodicals on Microfilm/ Microfiche	Faculty/Staff	1.9% (9)	15.6% (73)	35.3% (165)	41.7% (195)	5.6% (26)
	Grad Students	2.7% (8)	14.1% (41)	33.7% (98)	45.7% (133)	3.8% (11)
	Undergrads	3.4% (9)	14.2% (38)	26.1% (70)	52.2% (140)	4.1% (11)
Newspapers on Microfilm	Faculty/Staff	0.6% (3)	6.0% (28)	22.6% (106)	64.5% (302)	6.2% (29)
	Grad Students	0.7% (2)	3.8% (11)	18.9% (55)	73.5% (214)	3.1% (9)
	Undergrads		4.9% (13)	20.9% (56)	69.8% (187)	4.5% (12)
Other Microfilm, Microfiche	Faculty/Staff	0.9% (4)	11.3% (53)	30.6% (143)	50.2% (235)	7.1% (33)
	Grad Students	2.1% (6)	8.6% (25)	25.4% (74)	59.8% (174)	4.1% (12)
	Undergrads	1.5% (4)	9.0% (24)	23.5% (63)	60.1% (161)	6.0% (16)
Audio Cassettes, Videocassettes or Slides	Faculty/Staff	1.3% (6)	4.1% (19)	21.4% (100)	67.1% (314)	6.2% (29)
	Grad Students	2.1% (6)	5.5% (16)	22.7% (66)	66.7% (194)	3.1% (9)
	Undergrads	7.5% (20)	16.0% (43)	28.0% (75)	44.0% (118)	4.5% (12)
Maps	Faculty/Staff	0.6% (3)	7.3% (34)	23.9% (112)	62.0% (290)	6.2% (29)
	Grad Students	1.4% (4)	8.2% (24)	27.1% (79)	59.8% (174)	3.4% (10)
	Undergrads	0.7% (2)	4.9% (13)	22.0% (59)	67.9% (182)	4.5% (12)
Abstracts and Indexes	Faculty/Staff	17.1% (80)	34.8% (163)	25.0% (117)	18.4% (86)	4.7% (22)
	Grad Students	34.7% (101)	40.2% (117)	14.1% (41)	7.9% (23)	3.1% (9)
	Undergrads	4.1% (11)	22.8% (61)	31.3% (84)	37.3% (100)	4.5% (12)

QUESTION 7. USE OF LIBRARY MATERIALS

	Faculty/Staff	Grad Students	Undergrads
BOOKS	95.1% answered --	97.9% answered --	93.3% answered --
	54.4% OFTEN	61.4% OFTEN	20.8% OFTEN
	38.0% OCCASIONALLY	30.5% OCCASIONALLY	47.6% OCCASIONALLY
	5.2% SELDOM	6.0% SELDOM	21.2% SELDOM
	2.5% NEVER	2.1% NEVER	10.4% NEVER
	4.9% no response	2.1% no response	6.7% no response
CURRENT PERIODICALS ...	96.2% answered --	97.9% answered --	95.5% answered --
	44.9% OFTEN	54.0% OFTEN	25.8% OFTEN
	37.1% OCCASIONALLY	31.6% OCCASIONALLY	36.7% OCCASIONALLY
	12.9% SELDOM	11.9% SELDOM	19.9% SELDOM
	5.1% NEVER	2.5% NEVER	17.6% NEVER
	3.8% no response	2.1% no response	4.5% no response
BOUND PERIODICALS ...	95.7% answered --	97.3% answered --	95.5% answered --
	41.1% OFTEN	64.7% OFTEN	9.8% OFTEN
	36.8% OCCASIONALLY	18.7% OCCASIONALLY	30.1% OCCASIONALLY
	14.3% SELDOM	13.1% SELDOM	31.6% SELDOM
	7.8% NEVER	3.5% NEVER	28.5% NEVER
	4.3% no response	2.7% no response	4.5% no response
CURRENT NEWSPAPERS	95.3% answered --	96.2% answered --	95.5% answered --
	8.1% OFTEN	12.5% OFTEN	21.5% OFTEN
	20.0% OCCASIONALLY	21.4% OCCASIONALLY	25.8% OCCASIONALLY
	37.4% SELDOM	32.5% SELDOM	25.0% SELDOM
	34.5% NEVER	33.6% NEVER	27.7% NEVER
	4.7% no response	3.8% no response	4.5% no response
PERIODICALS ON MICROFILM/ MICROFICHE	94.4% answered --	96.2% answered --	95.9% answered --
	2.0% OFTEN	2.9% OFTEN	3.5% OFTEN
	16.5% OCCASIONALLY	14.6% OCCASIONALLY	14.8% OCCASIONALLY
	37.3% SELDOM	35.0% SELDOM	27.2% SELDOM
	44.1% NEVER	47.5% NEVER	54.5% NEVER
	5.6% no response	3.8% no response	4.1% no response

Continued ...

QUESTION 7. USE OF LIBRARY MATERIALS

	Faculty/Staff	Grad Students	Undergrads
NEWSPAPERS ON MICROFILM	93.8% answered --	96.9% answered --	95.5% answered --
	0.7% OFTEN	0.7% OFTEN	0.0% OFTEN
	6.4% OCCASIONALLY	3.9% OCCASIONALLY	5.1% OCCASIONALLY
	24.1% SELDOM	19.5% SELDOM	21.9% SELDOM
	68.8% NEVER	75.9% NEVER	73.0% NEVER
	6.2% no response	3.1% no response	4.5% no response
OTHER MICROFILM/ MICROFICHE	92.9% answered --	95.9% answered --	94.0% answered --
	0.9% OFTEN	2.2% OFTEN	1.6% OFTEN
	12.2% OCCASIONALLY	9.0% OCCASIONALLY	9.5% OCCASIONALLY
	32.9% SELDOM	26.5% SELDOM	25.0% SELDOM
	54.0% NEVER	62.4% NEVER	63.9% NEVER
	7.1% no response	4.1% no response	6.0% no response
AUDIO CASSETTES, VIDEOCASSETTES OR SLIDES	93.8% answered --	96.9% answered --	95.5% answered --
	1.4% OFTEN	2.1% OFTEN	7.8% OFTEN
	4.3% OCCASIONALLY	5.7% OCCASIONALLY	16.8% OCCASIONALLY
	22.8% SELDOM	23.4% SELDOM	29.3% SELDOM
	71.5% NEVER	68.8% NEVER	46.1% NEVER
	6.2% no response	3.1% no response	4.5% no response
MAPS	93.8% answered --	96.6% answered --	95.5% answered --
	0.7% OFTEN	1.4% OFTEN	0.8% OFTEN
	7.7% OCCASIONALLY	8.5% OCCASIONALLY	5.1% OCCASIONALLY
	25.5% SELDOM	28.1% SELDOM	23.0% SELDOM
	66.1% NEVER	61.9% NEVER	71.1% NEVER
	6.2% no response	3.4% no response	4.5% no response
ABSTRACTS AND INDEXES	95.3% answered --	96.9% answered --	95.5% answered --
	17.9% OFTEN	35.8% OFTEN	4.3% OFTEN
	36.5% OCCASIONALLY	41.5% OCCASIONALLY	23.8% OCCASIONALLY
	26.2% SELDOM	14.5% SELDOM	32.8% SELDOM
	19.3% NEVER	8.2% NEVER	39.1% NEVER
	4.7% no response	3.1% no response	4.5% no response

4/28/81

Question 8. Use of Catalogs

FACULTY/STAFF

	TOTAL = Often + Occas			Seldom	Never	Not Answered
Author/Title Card Catalog	87.8%	66.2%	21.6%	6.6%	1.5%	4.1%
Subject Card Catalog	83.8%	49.6%	34.2%	10.7%	2.1%	3.4%
ISU Serials Catalog	66.9%	39.5%	27.4%	15.2%	13.5%	4.5%
Circulation Printout	44.9%	17.1%	27.8%	26.5%	23.5%	5.1%
Location Card Catalog	33.1%	11.1%	22.0%	29.9%	31.8%	5.1%

GRAD STUDENTS

	TOTAL = Often + Occas			Seldom	Never	Not Answered
Author/Title Card Catalog	92.8%	68.7%	24.1%	4.1%	1.0%	2.1%
Subject Card Catalog	91.4%	62.2%	29.2%	4.5%	1.7%	2.4%
ISU Serials Catalog	81.1%	64.9%	16.2%	9.3%	6.9%	2.7%
Circulation Printout	48.2%	18.6%	29.6%	30.6%	18.9%	2.4%
Location Card Catalog	33.0%	9.3%	23.7%	32.0%	32.3%	2.7%

UNDERGRADS

	TOTAL = Often + Occas			Seldom	Never	Not Answered
Subject Card Catalog	73.9%	43.7%	30.2%	11.2%	9.3%	5.6%
Author/Title Card Catalog	61.9%	30.2%	31.7%	20.1%	12.3%	5.6%
ISU Serials Catalog	53.0%	22.0%	31.0%	21.6%	19.4%	6.0%
Location Card Catalog	29.4%	11.9%	17.5%	19.8%	44.8%	6.0%
Circulation Printout	13.4%	4.1%	9.3%	19.0%	61.6%	6.0%

4/28/81

QUESTION 8. USE OF CATALOGS

	Group	Basis of Rating				
		Often	Occasionally	Seldom	Never	Not Answered
Author/Title Card Catalog	Faculty/Staff	66.2% (310)	21.6% (101)	6.6% (31)	1.5% (7)	4.1% (19)
	Grad Students	68.7% (200)	24.1% (70)	4.1% (12)	1.0% (3)	2.1% (6)
	Undergrads	30.2% (81)	31.7% (85)	20.1% (54)	12.3% (33)	5.6% (15)
Subject Card Catalog	Faculty/Staff	49.6% (232)	34.2% (160)	10.7% (50)	2.1% (10)	3.4% (16)
	Grad Students	62.2% (181)	29.2% (85)	4.5% (13)	1.7% (5)	2.4% (7)
	Undergrads	43.7% (117)	30.2% (81)	11.2% (30)	9.3% (25)	5.6% (15)
ISU Serials Catalog	Faculty/Staff	39.5% (185)	27.4% (128)	15.2% (71)	13.5% (63)	4.5% (21)
	Grad Students	64.9% (189)	16.2% (47)	9.3% (27)	6.9% (20)	2.7% (8)
	Undergrads	22.0% (59)	31.0% (83)	21.6% (58)	19.4% (52)	6.0% (16)
Location Card Catalog	Faculty/Staff	11.1% (52)	22.0% (103)	29.9% (140)	31.8% (149)	5.1% (24)
	Grad Students	9.3% (27)	23.7% (69)	32.0% (93)	32.3% (94)	2.7% (8)
	Undergrads	11.9% (32)	17.5% (47)	19.8% (53)	44.8% (120)	6.0% (16)
Circulation Printout	Faculty/Staff	17.1% (80)	27.8% (130)	26.5% (124)	23.5% (110)	5.1% (24)
	Grad Students	18.6% (54)	29.6% (86)	30.6% (89)	18.9% (55)	2.4% (7)
	Undergrads	4.1% (11)	9.3% (25)	19.0% (51)	61.6% (165)	6.0% (16)

June 24, 1980

QUESTION 8. USE OF CATALOGS

	Faculty/Staff	Grad Students	Undergrads
AUTHOR/TITLE CARD CATALOG ..	95.9% answered --	97.9% answered --	94.4% answered --
	69.0% OFTEN	70.2% OFTEN	32.0% OFTEN
	22.5% OCCASIONALLY	24.6% OCCASIONALLY	33.6% OCCASIONALLY
	6.9% SELDOM	4.2% SELDOM	21.3% SELDOM
	1.6% NEVER	1.1% NEVER	13.0% NEVER
	4.1% no response	2.1% no response	5.6% no response
SUBJECT CARD CATALOG	96.6% answered --	97.6% answered --	94.4% answered --
	51.3% OFTEN	63.7% OFTEN	46.2% OFTEN
	35.4% OCCASIONALLY	29.9% OCCASIONALLY	32.0% OCCASIONALLY
	11.1% SELDOM	4.6% SELDOM	11.9% SELDOM
	2.2% NEVER	1.8% NEVER	9.9% NEVER
	3.4% no response	2.4% no response	5.6% no response
ISU SERIALS CATALOG	95.5% answered --	97.3% answered --	94.0% answered --
	41.4% OFTEN	66.8% OFTEN	23.4% OFTEN
	28.6% OCCASIONALLY	16.6% OCCASIONALLY	32.9% OCCASIONALLY
	15.9% SELDOM	9.5% SELDOM	23.0% SELDOM
	14.1% NEVER	7.1% NEVER	20.6% NEVER
	4.5% no response	2.7% no response	6.0% no response
LOCATION CARD CATALOG	94.9% answered --	97.3% answered --	94.0% answered --
	11.7% OFTEN	9.5% OFTEN	12.7% OFTEN
	23.2% OCCASIONALLY	24.4% OCCASIONALLY	18.7% OCCASIONALLY
	31.5% SELDOM	32.9% SELDOM	21.0% SELDOM
	33.6% NEVER	33.2% NEVER	47.6% NEVER
	5.1% no response	2.7% no response	6.0% no response
CIRCULATION PRINTOUT	94.9% answered --	97.6% answered --	94.0% answered --
	18.0% OFTEN	19.0% OFTEN	4.4% OFTEN
	29.3% OCCASIONALLY	30.3% OCCASIONALLY	9.9% OCCASIONALLY
	27.9% SELDOM	31.3% SELDOM	20.2% SELDOM
	24.8% NEVER	19.4% NEVER	65.5% NEVER
	5.1% no response	2.4% no response	6.0% no response

4/28/81

Question 9. Catalog Card FACULTY/STAFF

	TOTAL =	Often +	Occas	Seldom	Never	Not Answered
Title	89.3%	67.7%	21.6%	4.5%	2.4%	3.8%
Author	88.5%	68.6%	19.9%	4.7%	2.8%	4.1%
Call Number	88.3%	77.8%	10.5%	3.8%	3.0%	4.9%
Date	60.2%	30.3%	29.9%	21.6%	12.6%	5.6%
Edition	51.7%	19.2%	32.5%	29.5%	12.0%	6.8%
Subject Headings (at bottom of card)	44.0%	12.6%	31.4%	27.4%	22.9%	5.8%
Explanatory Notes	26.9%	9.0%	17.9%	29.1%	36.3%	7.7%
Indication of Bibliographies	24.3%	4.9%	19.4%	30.1%	38.2%	7.3%
Publisher	24.1%	10.0%	14.1%	44.2%	26.1%	5.6%
Place of Publication	22.9%	9.2%	13.7%	41.0%	29.5%	6.6%
Number of Pages	14.3%	3.2%	11.1%	37.2%	41.5%	7.1%
Indication of Illustrations	9.6%	1.9%	7.7%	31.0%	52.8%	6.6%
Height of Book	2.1%	0.4%	1.7%	16.0%	75.2%	6.6%

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Question 9. Catalog Card GRAD STUDENTS

	TOTAL =	Often +	Occas	Seldom	Never	Not Answered
Call Number	92.1%	85.9%	6.2%	2.4%	2.4%	3.1%
Title	90.4%	72.2%	18.2%	4.5%	2.1%	3.1%
Author	90.3%	70.4%	19.9%	5.2%	1.4%	3.1%
Date	64.2%	38.8%	25.4%	19.6%	13.1%	3.1%
Subject headings (at bottom of card)	52.9%	18.2%	34.7%	28.2%	14.8%	4.1%
Edition	43.3%	17.2%	26.1%	37.5%	14.8%	4.5%
Explanatory Notes	42.2%	14.4%	27.8%	27.1%	25.4%	5.2%
Indication of Bibliographies	36.8%	10.3%	26.5%	29.9%	28.9%	4.5%
Publisher	22.7%	5.5%	17.2%	38.8%	34.0%	4.5%
Place of Publication	22.0%	5.2%	16.8%	41.9%	32.0%	4.1%
Number of Pages	17.2%	2.1%	15.1%	35.7%	42.6%	4.5%
Indication of Illustrations	12.3%	1.0%	11.3%	32.0%	51.2%	4.5%
Height of Book	1.4%	--	1.4%	19.6%	74.9%	4.1%

4/28/81

Question 9. Catalog Card UNDERGRADS

	TOTAL =	Often +	Occas	Seldom	Never	Not Answered
Call Number	81.0%	66.4%	14.6%	1.9%	8.2%	9.0%
Title	78.0%	53.4%	24.6%	5.6%	8.2%	8.2%
Author	69.4%	40.3%	29.1%	13.1%	9.3%	8.2%
Subject Headings (at bottom of card)	48.9%	15.7%	33.2%	22.0%	20.1%	9.0%
Explanatory Notes	40.6%	14.9%	25.7%	21.6%	28.7%	9.0%
Date	40.3%	14.2%	26.1%	28.4%	22.8%	8.6%
Edition	26.5%	7.8%	18.7%	38.8%	26.5%	8.2%
Number of Pages	20.9%	4.5%	16.4%	29.9%	40.7%	8.6%
Indication of Illustrations	16.4%	2.2%	14.2%	36.6%	38.4%	8.6%
Indication of Bibliographies	15.6%	0.7%	14.9%	33.6%	42.5%	8.2%
Publisher	12.4%	3.4%	9.0%	29.5%	49.6%	8.6%
Place of Publication	11.2%	3.7%	7.5%	34.7%	45.5%	8.6%
Height of Book	2.3%	0.4%	1.9%	19.4%	69.8%	8.6%

4/28/81

QUESTION 9. CATALOG CARD

	Group	Basis of Rating				
		Often	Occasionally	Seldom	Never	Not Answered
Call Number	Faculty/Staff	77.8% (364)	10.5% (49)	3.8% (18)	3.0% (14)	4.9% (23)
	Grad Students	85.9% (250)	6.2% (18)	2.4% (7)	2.4% (7)	3.1% (9)
	Undergrads	66.4% (178)	14.6% (39)	1.9% (5)	8.2% (22)	9.0% (24)
Author	Faculty/Staff	68.6% (321)	19.9% (93)	4.7% (22)	2.8% (13)	4.1% (19)
	Grad Students	70.4% (205)	19.9% (58)	5.2% (15)	1.4% (4)	3.1% (9)
	Undergrads	40.3% (108)	29.1% (78)	13.1% (35)	9.3% (25)	8.2% (22)
Title	Faculty/Staff	67.7% (317)	21.6% (101)	4.5% (21)	2.4% (11)	3.8% (18)
	Grad Students	72.2% (210)	18.2% (53)	4.5% (13)	2.1% (6)	3.1% (9)
	Undergrads	53.4% (143)	24.6% (66)	5.6% (15)	8.2% (22)	8.2% (22)
Edition	Faculty/Staff	19.2% (90)	32.5% (152)	29.5% (138)	12.0% (56)	6.8% (32)
	Grad Students	17.2% (50)	26.1% (76)	37.5% (109)	14.8% (43)	4.5% (13)
	Undergrads	7.8% (21)	18.7% (50)	38.8% (104)	26.5% (71)	8.2% (22)
Place of Publication	Faculty/Staff	9.2% (43)	13.7% (64)	41.0% (192)	29.5% (138)	6.6% (31)
	Grad Students	5.2% (15)	16.8% (49)	41.9% (122)	32.0% (93)	4.1% (12)
	Undergrads	3.7% (10)	7.5% (20)	34.7% (93)	45.5% (122)	8.6% (23)
Publisher	Faculty/Staff	10.0% (47)	14.1% (66)	44.2% (207)	26.1% (122)	5.6% (26)
	Grad Students	5.5% (16)	17.2% (50)	38.8% (113)	34.0% (99)	4.5% (13)
	Undergrads	3.4% (9)	9.0% (24)	29.5% (79)	49.6% (133)	8.6% (23)
Date	Faculty/Staff	30.3% (142)	29.9% (140)	21.6% (101)	12.6% (59)	5.6% (26)
	Grad Students	38.8% (113)	25.4% (74)	19.6% (57)	13.1% (38)	3.1% (9)
	Undergrads	14.2% (38)	26.1% (70)	28.4% (76)	22.8% (61)	8.6% (23)
Number of Pages	Faculty/Staff	3.2% (15)	11.1% (52)	37.2% (174)	41.5% (194)	7.1% (33)
	Grad Students	2.1% (6)	15.1% (44)	35.7% (104)	42.6% (124)	4.5% (13)
	Undergrads	4.5% (12)	16.4% (44)	29.9% (80)	40.7% (109)	8.6% (23)
Illustrations	Faculty/Staff	1.9% (9)	7.7% (36)	31.0% (145)	52.8% (247)	6.6% (31)
	Grad Students	1.0% (3)	11.3% (33)	32.0% (93)	51.2% (149)	4.5% (13)
	Undergrads	2.2% (6)	14.2% (38)	36.6% (98)	38.4% (103)	8.6% (23)
Height of Book	Faculty/Staff	0.4% (2)	1.7% (8)	16.0% (75)	75.2% (352)	6.6% (31)
	Grad Students		1.4% (4)	19.6% (57)	74.9% (218)	4.1% (12)
	Undergrads	0.4% (1)	1.9% (5)	19.4% (52)	69.8% (187)	8.6% (23)
Explanatory Notes	Faculty/Staff	9.0% (42)	17.9% (84)	29.1% (136)	36.3% (170)	7.7% (36)
	Grad Students	14.4% (42)	27.8% (81)	27.1% (79)	25.4% (74)	5.2% (15)
	Undergrads	14.9% (40)	25.7% (69)	21.6% (58)	28.7% (77)	9.0% (24)
Bibliographies	Faculty/Staff	4.9% (23)	19.4% (91)	30.1% (141)	38.2% (179)	7.3% (34)
	Grad Students	10.3% (30)	26.5% (77)	29.9% (87)	28.9% (84)	4.5% (13)
	Undergrads	0.7% (2)	14.9% (40)	33.6% (90)	42.5% (114)	8.2% (22)
Subject Headings	Faculty/Staff	12.6% (59)	31.4% (147)	27.4% (128)	22.9% (107)	5.8% (27)
	Grad Students	18.2% (53)	34.7% (101)	28.2% (82)	14.8% (43)	4.1% (12)
	Undergrads	15.7% (42)	33.2% (89)	22.0% (59)	20.1% (54)	9.0% (24)

QUESTION 9. USE OF ELEMENTS OF CATALOG CARD

Element	Faculty/Staff	Grad Students	Undergrads
CALL NUMBER ...	95.1% answered --	96.9% answered --	91.0% answered --
	81.8% OFTEN	88.7% OFTEN	73.0% OFTEN
	11.0% OCCASIONALLY	6.4% OCCASIONALLY	16.0% OCCASIONALLY
	4.0% SELDOM	2.5% SELDOM	2.0% SELDOM
	3.1% NEVER	2.5% NEVER	9.0% NEVER
	4.9% no response	3.1% no response	9.0% no response
AUTHOR	95.9% answered --	96.9% answered --	91.8% answered --
	71.5% OFTEN	72.7% OFTEN	43.9% OFTEN
	20.7% OCCASIONALLY	20.6% OCCASIONALLY	31.7% OCCASIONALLY
	4.9% SELDOM	5.3% SELDOM	14.2% SELDOM
	2.9% NEVER	1.4% NEVER	10.2% NEVER
	4.1% no response	3.1% no response	8.2% no response
TITLE	96.2% answered --	96.9% answered --	91.8% answered --
	70.4% OFTEN	74.5% OFTEN	58.1% OFTEN
	22.4% OCCASIONALLY	18.8% OCCASIONALLY	26.8% OCCASIONALLY
	4.7% SELDOM	4.6% SELDOM	6.1% SELDOM
	2.4% NEVER	2.1% NEVER	8.9% NEVER
	3.8% no response	3.1% no response	8.2% no response
EDITION STATEMENT	93.2% answered --	95.5% answered --	91.8% answered --
	20.6% OFTEN	18.0% OFTEN	8.5% OFTEN
	34.9% OCCASIONALLY	27.3% OCCASIONALLY	20.3% OCCASIONALLY
	31.7% SELDOM	39.2% SELDOM	42.3% SELDOM
	12.8% NEVER	15.5% NEVER	28.9% NEVER
	6.8% no response	4.5% no response	8.2% no response
PLACE OF PUBLICATION ..	93.4% answered --	95.9% answered --	91.4% answered --
	9.8% OFTEN	5.4% OFTEN	4.1% OFTEN
	14.6% OCCASIONALLY	17.6% OCCASIONALLY	8.2% OCCASIONALLY
	43.9% SELDOM	43.7% SELDOM	38.0% SELDOM
	31.6% NEVER	33.3% NEVER	49.8% NEVER
	6.6% no response	4.1% no response	8.6% no response
PUBLISHER STATEMENT ...,	94.4% answered --	95.5% answered --	91.4% answered --
	10.6% OFTEN	5.8% OFTEN	3.7% OFTEN
	14.9% OCCASIONALLY	18.0% OCCASIONALLY	9.8% OCCASIONALLY
	46.8% SELDOM	40.6% SELDOM	32.2% SELDOM
	27.6% NEVER	35.6% NEVER	54.3% NEVER
	5.6% no response	4.5% no response	8.6% no response

Continued ...

QUESTION 9. USE OF ELEMENTS OF CATALOG CARD

Element	Faculty/Staff	Grad Students	Undergrads
DATE	94.4% answered --	96.9% answered --	91.4% answered --
	32.1% OFTEN	40.1% OFTEN	15.5% OFTEN
	31.7% OCCASIONALLY	26.2% OCCASIONALLY	28.6% OCCASIONALLY
	22.9% SELDOM	20.2% SELDOM	31.0% SELDOM
	13.3% NEVER	13.5% NEVER	24.9% NEVER
	5.6% no response	3.1% no response	8.6% no response
NUMBER OF PAGES	92.9% answered --	95.5% answered --	91.4% answered --
	3.4% OFTEN	2.2% OFTEN	4.9% OFTEN
	12.0% OCCASIONALLY	15.8% OCCASIONALLY	18.0% OCCASIONALLY
	40.0% SELDOM	37.4% SELDOM	32.7% SELDOM
	44.6% NEVER	44.6% NEVER	44.5% NEVER
	7.1% no response	4.5% no response	8.6% no response
ILLUSTRATION STATEMENT	93.4% answered --	95.5% answered --	91.4% answered --
	2.1% OFTEN	1.1% OFTEN	2.4% OFTEN
	8.2% OCCASIONALLY	11.9% OCCASIONALLY	15.5% OCCASIONALLY
	33.2% SELDOM	33.5% SELDOM	40.0% SELDOM
	56.5% NEVER	53.6% NEVER	42.0% NEVER
	6.6% no response	4.5% no response	8.6% no response
HEIGHT OF BOOK	93.4% answered --	95.9% answered --	91.4% answered --
	0.5% OFTEN	0.0% OFTEN	0.4% OFTEN
	1.8% OCCASIONALLY	1.4% OCCASIONALLY	2.0% OCCASIONALLY
	17.2% SELDOM	20.4% SELDOM	21.2% SELDOM
	80.5% NEVER	78.1% NEVER	76.3% NEVER
	6.6% no response	4.1% no response	8.6% no response
EXPLANATORY NOTES	92.3% answered --	94.8% answered --	91.0% answered --
	9.7% OFTEN	15.2% OFTEN	16.4% OFTEN
	19.4% OCCASIONALLY	29.3% OCCASIONALLY	28.3% OCCASIONALLY
	31.5% SELDOM	28.6% SELDOM	23.8% SELDOM
	39.4% NEVER	26.8% NEVER	31.6% NEVER
	7.7% no response	5.2% no response	9.0% no response
BIBLIOGRAPHY STATEMENT	92.7% answered --	95.5% answered --	91.8% answered --
	5.3% OFTEN	10.8% OFTEN	0.8% OFTEN
	21.0% OCCASIONALLY	27.7% OCCASIONALLY	16.3% OCCASIONALLY
	32.5% SELDOM	31.3% SELDOM	36.6% SELDOM
	41.2% NEVER	30.2% NEVER	46.3% NEVER
	7.3% no response	4.5% no response	8.2% no response

Continued ...

QUESTION 9. USE OF ELEMENTS OF CATALOG CARD

Element	Faculty/Staff	Grad Students	Undergrads
SUBJECT HEADINGS[a/]	94.2% answered --	95.9% answered --	91.0% answered --
	13.4% OFTEN	19.0% OFTEN	17.2% OFTEN
	33.3% OCCASIONALLY	36.2% OCCASIONALLY	36.5% OCCASIONALLY
	29.0% SELDOM	29.4% SELDOM	24.2% SELDOM
	24.3% NEVER	15.4% NEVER	22.1% NEVER
	5.8% no response	4.1% no response	9.0% no response

a/ At bottom of card

4/28/81

Question 10. Locating Library Materials

FACULTY/STAFF

	TOTAL = Often + Occas			Seldom	Never	Not Answered
On shelf in call number sequence	91.7%	73.3%	18.4%	2.8%	1.5%	4.1%
Checked out of Library	63.9%	17.1%	46.8%	18.6%	8.3%	9.2%
Assistance from Library staff	56.9%	10.3%	46.6%	31.2%	5.1%	6.8%
Not on shelf	56.6%	12.8%	43.8%	23.1%	10.7%	9.6%
Neither on shelf or checked out	32.3%	5.6%	26.7%	36.1%	20.5%	11.1%
Location Card Catalog	28.7%	4.1%	24.6%	33.3%	26.1%	12.0%
Temporary shelving	22.5%	0.9%	21.6%	38.0%	27.4%	12.2%

GRAD STUDENTS

	TOTAL = Often + Occas			Seldom	Never	Not Answered
On shelf in call number sequence	93.2%	77.7%	15.5%	3.1%	0.7%	3.1%
Checked out of Library	59.8%	16.2%	43.6%	24.4%	9.6%	6.2%
Not on shelf	57.3%	13.7%	43.6%	27.8%	8.6%	6.2%
Assistance from Library staff	49.5%	9.3%	40.2%	36.4%	9.6%	4.5%
Neither on shelf or checked out	35.7%	8.2%	27.5%	31.3%	26.5%	6.5%
Temporary shelving	27.5%	4.5%	23.0%	39.9%	25.4%	7.2%
Location Card Catalog	26.8%	5.8%	21.0%	35.4%	28.9%	8.9%

UNDERGRADS

	TOTAL = Often + Occas			Seldom	Never	Not Answered
On shelf in call number sequence	81.7%	54.1%	27.6%	5.6%	4.5%	8.2%
Assistance from Library staff	38.0%	9.3%	28.7%	29.1%	23.1%	9.7%
Not on shelf	35.4%	9.7%	25.7%	24.3%	29.5%	10.8%
Location Card Catalog	30.2%	7.8%	22.4%	26.1%	32.5%	11.2%
Checked out of Library	28.8%	6.0%	22.8%	25.0%	33.6%	12.7%
Neither on shelf or checked out	18.6%	6.7%	11.9%	25.7%	42.2%	13.4%
Temporary shelving	11.2%	1.5%	9.7%	33.6%	44.0%	11.2%

QUESTION 10. SEARCH FOR LIBRARY MATERIALS

	Group	Basis of Rating				
		Often	Occasionally	Seldom	Never	Not Answered
On shelf in call number sequence	Faculty/Staff	73.3% (343)	18.4% (86)	2.8% (13)	1.5% (7)	4.1% (19)
	Grad Students	77.7% (226)	15.5% (45)	3.1% (9)	0.7% (2)	3.1% (9)
	Undergrads	54.1% (145)	27.6% (74)	5.6% (15)	4.5% (12)	8.2% (22)
Temporary shelving	Faculty/Staff	0.9% (4)	21.6% (101)	38.0% (178)	27.4% (128)	12.2% (57)
	Grad Students	4.5% (13)	23.0% (67)	39.9% (116)	25.4% (74)	7.2% (21)
	Undergrads	1.5% (4)	9.7% (26)	33.6% (90)	44.0% (118)	11.2% (30)
Location card catalog	Faculty/Staff	4.1% (19)	24.6% (115)	33.3% (156)	26.1% (122)	12.0% (56)
	Grad Students	5.8% (17)	21.0% (61)	35.4% (103)	28.9% (84)	8.9% (26)
	Undergrads	7.8% (21)	22.4% (60)	26.1% (70)	32.5% (87)	11.2% (30)
Checked out of Library	Faculty/Staff	17.1% (80)	46.8% (219)	18.6% (87)	8.3% (39)	9.2% (43)
	Grad Students	16.2% (47)	43.6% (127)	24.4% (71)	9.6% (28)	6.2% (18)
	Undergrads	6.0% (16)	22.8% (61)	25.0% (67)	33.6% (90)	12.7% (34)
Not on shelf	Faculty/Staff	12.8% (60)	43.8% (205)	23.1% (108)	10.7% (50)	9.6% (45)
	Grad Students	13.7% (40)	43.6% (127)	27.8% (81)	8.6% (25)	6.2% (18)
	Undergrads	9.7% (26)	25.7% (69)	24.3% (65)	29.5% (79)	10.8% (29)
Neither on shelf or checked out	Faculty/Staff	5.6% (26)	26.7% (125)	36.1% (169)	20.5% (96)	11.1% (52)
	Grad Students	8.2% (24)	27.5% (80)	31.3% (91)	26.5% (77)	6.5% (19)
	Undergrads	6.7% (18)	11.9% (32)	25.7% (69)	42.2% (113)	13.4% (36)
Assistance from Library staff	Faculty/Staff	10.3% (48)	46.6% (218)	31.2% (146)	5.1% (24)	6.8% (32)
	Grad Students	9.3% (27)	40.2% (117)	36.4% (106)	9.6% (28)	4.5% (13)
	Undergrads	9.3% (25)	28.7% (77)	29.1% (78)	23.1% (62)	9.7% (26)

QUESTION 10. LOCATING LIBRARY MATERIALS

	Faculty/Staff	Grad Students	Undergrads
ON SHELF, IN CALL NUMBER SEQUENCE	95.9% answered --	96.9% answered --	91.8% answered --
	76.4% OFTEN	80.1% OFTEN	58.9% OFTEN
	19.2% OCCASIONALLY	16.0% OCCASIONALLY	30.1% OCCASIONALLY
	2.9% SELDOM	3.2% SELDOM	6.1% SELDOM
	1.6% NEVER	0.7% NEVER	4.9% NEVER
	4.1% no response	3.1% no response	8.2% no response
TEMPORARY SHELVING	87.8% answered --	92.8% answered --	88.8% answered --
	1.0% OFTEN	4.8% OFTEN	1.7% OFTEN
	24.6% OCCASIONALLY	24.8% OCCASIONALLY	10.9% OCCASIONALLY
	43.3% SELDOM	43.0% SELDOM	37.8% SELDOM
	31.1% NEVER	27.4% NEVER	49.6% NEVER
	12.2% no response	7.2% no response	11.2% no response
LOCATION CARD CATALOG	88.0% answered --	91.1% answered --	88.8% answered --
	4.6% OFTEN	6.4% OFTEN	8.8% OFTEN
	27.9% OCCASIONALLY	23.0% OCCASIONALLY	25.2% OCCASIONALLY
	37.9% SELDOM	38.9% SELDOM	29.4% SELDOM
	29.6% NEVER	31.7% NEVER	36.6% NEVER
	12.0% no response	8.9% no response	11.2% no response
CHECKED OUT OF LIBRARY	90.8% answered --	93.8% answered --	87.3% answered --
	18.8% OFTEN	17.2% OFTEN	6.8% OFTEN
	51.5% OCCASIONALLY	46.5% OCCASIONALLY	26.1% OCCASIONALLY
	20.5% SELDOM	26.0% SELDOM	28.6% SELDOM
	9.2% NEVER	10.3% NEVER	38.5% NEVER
	9.2% no response	6.2% no response	12.7% no response
NOT ON SHELF ...	90.4% answered --	93.8% answered --	89.2% answered --
	14.2% OFTEN	14.7% OFTEN	10.9% OFTEN
	48.5% OCCASIONALLY	46.5% OCCASIONALLY	28.9% OCCASIONALLY
	25.5% SELDOM	29.7% SELDOM	27.2% SELDOM
	11.8% NEVER	9.2% NEVER	33.1% NEVER
	9.6% no response	6.2% no response	10.8% no response

Continued ...

QUESTION 10. LOCATING LIBRARY MATERIALS

	Faculty/Staff	Grad Students	Undergrads
NEITHER ON SHELF NOR CHECKED OUT ...	88.9% answered --	93.5% answered --	86.6% answered
	6.3% OFTEN	8.8% OFTEN	7.8% OFTEN
	30.0% OCCASIONALLY	29.4% OCCASIONALLY	13.8% OCCASIONALLY
	40.6% SELDOM	33.5% SELDOM	29.7% SELDOM
	23.1% NEVER	28.3% NEVER	48.7% NEVER
	11.1% no response	6.5% no response	13.4% no response
ASSISTANCE FROM LIBRARY STAFF	93.2% answered --	95.5% answered --	90.3% answered --
	11.0% OFTEN	9.7% OFTEN	10.3% OFTEN
	50.0% OCCASIONALLY	42.1% OCCASIONALLY	31.8% OCCASIONALLY
	33.5% SELDOM	38.1% SELDOM	32.2% SELDOM
	5.5% NEVER	10.1% NEVER	25.6% NEVER
	6.8% no response	4.5% no response	9.7% no response

4/28/81

Question 11. Quality of Service in the Main Library FACULTY/STAFF

	Exc	Good	Total	Fair	Poor	Total	Not Used	Not Answered
Circulation Desk	41.0%	42.9%	83.9%	8.1%	1.3%	9.4%	1.5%	5.1%
Government Publications Department	20.3%	19.7%	40.0%	5.1%	0.6%	5.7%	46.2%	8.1%
Information Desk	31.6%	41.9%	73.5%	6.6%	0.6%	7.2%	13.7%	5.6%
Interlibrary Loan Desk	21.6%	24.6%	46.2%	4.7%	0.2%	4.9%	42.1%	6.8%
Map Room	4.5%	10.3%	14.8%	1.7%	0.2%	1.9%	73.1%	10.3%
Microform/Media Center	8.8%	21.8%	30.6%	5.1%	1.7%	6.8%	52.8%	9.8%
Periodical/Newspaper Reading Room	18.4%	36.5%	54.9%	7.3%	0.9%	8.2%	28.8%	8.1%
Photoduplication Services	17.7%	27.1%	44.8%	8.1%	1.3%	9.4%	38.0%	7.7%
Reference Desk	38.0%	37.6%	75.6%	3.8%	0.9%	4.7%	13.2%	6.4%
Reserve Desk	18.2%	29.7%	47.9%	5.8%	0.6%	6.4%	38.0%	7.7%
Special Collections Department	6.4%	6.2%	12.6%	1.5%	0.4%	1.9%	76.3%	9.2%

4/28/81

Question 11. Quality of Service in the Main Library GRAD STUDENTS

	Exc	Good	Total	Fair	Poor	Total	Not Used	Not Answered
Circulation Desk	29.2%	54.6%	83.8%	8.9%	1.4%	10.3%	4.5%	1.4%
Government Publications Department	12.4%	17.5%	29.9%	6.9%	1.7%	8.6%	59.5%	2.1%
Information Desk	25.4%	44.3%	69.7%	12.0%	3.1%	15.1%	12.7%	2.4%
Interlibrary Loan Desk	15.5%	23.0%	38.5%	6.5%	1.0%	7.5%	50.2%	3.8%
Map Room	5.8%	12.0%	17.8%	3.8%	0.3%	4.1%	73.5%	4.5%
Microform/Media Center	7.2%	22.7%	29.9%	6.5%	2.1%	8.6%	57.4%	4.1%
Periodical/Newspaper Reading Room	13.1%	40.9%	54.0%	13.7%	3.1%	16.8%	25.8%	3.4%
Photoduplication Services	12.4%	29.9%	42.3%	9.6%	6.2%	15.8%	37.1%	4.8%
Reference Desk	37.5%	37.5%	75.0%	8.9%	1.0%	9.9%	11.7%	3.4%
Reserve Desk	17.9%	44.3%	62.2%	11.3%	0.7%	12.0%	22.3%	3.4%
Special Collections Department	3.1%	5.2%	8.3%	1.4%	0.7%	2.1%	85.6%	4.1%

4/28/81

Question 11. Quality of Service in the Main Library UNDERGRADS

	Exc	Good	Total	Fair	Poor	Total	Not Used	Not Answered
Circulation Desk	15.7%	53.4%	69.1%	9.0%	0.4%	9.4%	16.0%	5.6%
Government Publications Department	6.3%	9.7%	16.0%	3.0%	0.7%	3.7%	73.5%	6.7%
Information Desk	17.5%	41.4%	58.9%	11.9%	1.9%	13.8%	21.3%	6.0%
Interlibrary Loan Desk	0.7%	9.0%	9.7%	6.0%	0.4%	6.4%	77.2%	6.7%
Map Room	3.4%	10.1%	13.5%	6.0%	--	6.0%	73.9%	6.7%
Microform/Media Center	14.9%	35.8%	50.7%	7.5%	0.7%	8.2%	34.0%	7.1%
Periodical/Newspaper Reading Room	16.4%	38.8%	55.2%	11.2%	1.5%	12.7%	26.5%	5.6%
Photoduplication Services	6.3%	22.4%	28.7%	10.4%	1.1%	11.5%	53.0%	6.7%
Reference Desk	15.3%	39.9%	55.2%	9.3%	0.7%	10.0%	29.1%	5.6%
Reserve Desk	19.0%	43.7%	62.7%	7.8%	0.7%	8.5%	23.1%	5.6%
Special Collections Department	1.5%	6.7%	8.2%	3.4%	0.4%	3.8%	80.6%	7.1%

4/28/81

QUESTION 11. SERVICE IN MAIN LIBRARY

	Group	Basis of Rating					
		Excellent	Good	Fair	Poor	Not Used	Not Answered
Circulation Desk	Faculty/Staff	41.0% (192)	42.9% (201)	8.1% (38)	1.3% (6)	1.5% (7)	5.1% (24)
	Grad Students	29.2% (85)	54.6% (159)	8.9% (26)	1.4% (4)	4.5% (13)	1.4% (4)
	Undergrads	15.7% (42)	53.4% (143)	9.0% (24)	0.4% (1)	16.0% (43)	5.6% (15)
Government Publications Department	Faculty/Staff	20.3% (95)	19.7% (92)	5.1% (24)	0.6% (3)	46.2% (216)	8.1% (38)
	Grad Students	12.4% (36)	17.5% (51)	6.9% (20)	1.7% (5)	59.5% (173)	2.1% (6)
	Undergrads	6.3% (17)	9.7% (26)	3.0% (8)	0.7% (2)	73.5% (197)	6.7% (18)
Information Desk	Faculty/Staff	31.6% (148)	41.9% (196)	6.6% (31)	0.6% (3)	13.7% (64)	5.6% (26)
	Grad Students	25.4% (74)	44.3% (129)	12.0% (35)	3.1% (9)	12.7% (37)	2.4% (7)
	Undergrads	17.5% (47)	41.4% (111)	11.9% (32)	1.9% (5)	21.3% (57)	6.0% (16)
Interlibrary Loan Desk	Faculty/Staff	21.6% (101)	24.6% (115)	4.7% (22)	0.2% (1)	42.1% (197)	6.8% (32)
	Grad Students	15.5% (45)	23.0% (67)	6.5% (19)	1.0% (3)	50.2% (146)	3.8% (11)
	Undergrads	0.7% (2)	9.0% (24)	6.0% (16)	0.4% (1)	77.2% (207)	6.7% (18)
Map Room	Faculty/Staff	4.5% (21)	10.3% (48)	1.7% (8)	0.2% (1)	73.1% (342)	10.3% (48)
	Grad Students	5.8% (17)	12.0% (35)	3.8% (11)	0.3% (1)	73.5% (214)	4.5% (13)
	Undergrads	3.4% (9)	10.1% (27)	6.0% (16)		73.9% (198)	6.7% (18)
Microform/ Media Center	Faculty/Staff	8.8% (41)	21.8% (102)	5.1% (24)	1.7% (8)	52.8% (247)	9.8% (46)
	Grad Students	7.2% (21)	22.7% (66)	6.5% (19)	2.1% (6)	57.4% (167)	4.1% (12)
	Undergrads	14.9% (40)	35.8% (96)	7.5% (20)	0.7% (2)	34.0% (91)	7.1% (19)
Periodical Newspaper Room	Faculty/Staff	18.4% (86)	36.5% (171)	7.3% (34)	0.9% (4)	28.8% (135)	8.1% (38)
	Grad Students	13.1% (38)	40.9% (119)	13.7% (40)	3.1% (9)	25.8% (75)	3.4% (10)
	Undergrads	16.4% (44)	38.8% (104)	11.2% (30)	1.5% (4)	26.5% (71)	5.6% (15)
Photoduplication Services	Faculty/Staff	17.7% (83)	27.1% (127)	8.1% (38)	1.3% (6)	38.0% (178)	7.7% (36)
	Grad Students	12.4% (36)	29.9% (87)	9.6% (28)	6.2% (18)	37.1% (108)	4.8% (14)
	Undergrads	6.3% (17)	22.4% (60)	10.4% (28)	1.1% (3)	53.0% (142)	6.7% (18)
Reference Desk	Faculty/Staff	38.0% (178)	37.6% (176)	3.8% (18)	0.9% (4)	13.0% (62)	6.4% (30)
	Grad Students	37.5% (109)	37.5% (109)	8.9% (26)	1.0% (3)	11.7% (34)	3.4% (10)
	Undergrads	15.3% (41)	39.9% (107)	9.3% (25)	0.7% (2)	29.1% (78)	5.6% (15)
Reserve Desk	Faculty/Staff	18.2% (85)	29.7% (139)	5.8% (27)	0.6% (3)	38.0% (178)	7.7% (36)
	Grad Students	17.9% (52)	44.3% (129)	11.3% (33)	0.7% (2)	22.3% (65)	3.4% (10)
	Undergrads	19.0% (51)	43.7% (117)	7.8% (21)	0.7% (2)	23.1% (62)	5.6% (15)
Special Collections Department	Faculty/Staff	6.4% (30)	6.2% (29)	1.5% (7)	0.4% (2)	76.3% (357)	9.2% (43)
	Grad Students	3.1% (9)	5.2% (15)	1.4% (4)	0.7% (2)	85.6% (249)	4.1% (12)
	Undergrads	1.5% (4)	6.7% (18)	3.4% (9)	0.4% (1)	80.6% (216)	7.1% (19)

QUESTION 11. QUALITY OF SERVICE IN MAIN LIBRARY

	Faculty/Staff	Grad Students	Undergrads
CIRCULATION DESK	94.9% answered --	98.6% answered --	94.4% answered --
	43.2% EXCELLENT	29.6% EXCELLENT	16.6% EXCELLENT
	45.3% GOOD	55.4% GOOD	56.5% GOOD
	8.6% FAIR	9.1% FAIR	9.5% FAIR
	1.4% POOR	1.4% POOR	0.4% POOR
	1.6% NOT USED	4.5% NOT USED	17.0% NOT USED
	5.1% no response	1.4% no response	5.6% no response
GOVERNMENT PUBLICATIONS DEPARTMENT	91.9% answered --	97.9% answered --	93.3% answered --
	22.1% EXCELLENT	12.6% EXCELLENT	6.8% EXCELLENT
	21.4% GOOD	17.9% GOOD	10.4% GOOD
	5.6% FAIR	7.0% FAIR	3.2% FAIR
	0.7% POOR	1.8% POOR	0.8% POOR
	50.2% NOT USED	60.7% NOT USED	78.8% NOT USED
	8.1% no response	2.1% no response	6.7% no response
INFORMATION DESK	94.4% answered --	97.6% answered --	94.0% answered --
	33.5% EXCELLENT	26.1% EXCELLENT	18.7% EXCELLENT
	44.3% GOOD	45.4% GOOD	44.0% GOOD
	7.0% FAIR	12.3% FAIR	12.7% FAIR
	0.7% POOR	3.2% POOR	2.0% POOR
	14.5% NOT USED	13.0% NOT USED	22.6% NOT USED
	5.6% no response	2.4% no response	6.0% no response
INTERLIBRARY LOAN DESK	93.2% answered --	96.2% answered --	93.3% answered --
	23.2% EXCELLENT	16.1% EXCELLENT	0.8% EXCELLENT
	26.4% GOOD	23.9% GOOD	9.6% GOOD
	5.0% FAIR	6.8% FAIR	6.4% FAIR
	0.2% POOR	1.1% POOR	0.4% POOR
	45.2% NOT USED	52.1% NOT USED	82.8% NOT USED
	6.8% no response	3.8% no response	6.7% no response
MAP ROOM	89.7% answered --	95.5% answered --	93.3% answered --
	5.0% EXCELLENT	6.1% EXCELLENT	3.6% EXCELLENT
	11.4% GOOD	12.6% GOOD	10.8% GOOD
	1.9% FAIR	4.0% FAIR	6.4% FAIR
	0.2% POOR	0.4% POOR	0.0% POOR
	81.4% NOT USED	77.0% NOT USED	79.2% NOT USED
	10.3% no response	4.5% no response	6.7% no response

Continued ...

QUESTION 11. QUALITY OF SERVICE IN MAIN LIBRARY

	Faculty/Staff	Grad Students	Undergrads
MICROFORM/MEDIA CENTER	90.2% answered --	95.9% answered --	92.9% answered --
	9.7% EXCELLENT	7.5% EXCELLENT	16.1% EXCELLENT
	24.2% GOOD	23.7% GOOD	38.6% GOOD
	5.7% FAIR	6.8% FAIR	8.0% FAIR
	1.9% POOR	2.2% POOR	0.8% POOR
	58.5% NOT USED	59.9% NOT USED	36.5% NOT USED
	9.8% no response	4.1% no response	7.1% no response
PERIODICAL NEWS-PAPER ROOM	91.9% answered --	96.6% answered --	94.4% answered --
	20.0% EXCELLENT	13.5% EXCELLENT	17.4% EXCELLENT
	39.8% GOOD	42.3% GOOD	41.1% GOOD
	7.9% FAIR	14.2% FAIR	11.9% FAIR
	0.9% POOR	3.2% POOR	1.6% POOR
	31.4% NOT USED	26.7% NOT USED	28.1% NOT USED
	8.1% no response	3.4% no response	5.6% no response
PHOTO-DUPLICATION SERVICES	92.3% answered --	95.2% answered --	93.3% answered --
	19.2% EXCELLENT	13.0% EXCELLENT	6.8% EXCELLENT
	29.4% GOOD	31.4% GOOD	24.0% GOOD
	8.8% FAIR	10.1% FAIR	11.2% FAIR
	1.4% POOR	6.5% POOR	1.2% POOR
	41.2% NOT USED	39.0% NOT USED	56.8% NOT USED
	7.7% no response	4.8% no response	6.7% no response
REFERENCE DESK	93.6% answered --	96.6% answered --	94.4% answered --
	40.6% EXCELLENT	38.8% EXCELLENT	16.2% EXCELLENT
	40.2% GOOD	38.8% GOOD	42.3% GOOD
	4.1% FAIR	9.3% FAIR	9.9% FAIR
	0.9% POOR	1.1% POOR	0.8% POOR
	14.2% NOT USED	12.1% NOT USED	30.8% NOT USED
	6.4% no response	3.4% no response	5.6% no response
RESERVE DESK ...	92.3% answered --	96.6% answered --	94.4% answered --
	19.7% EXCELLENT	18.5% EXCELLENT	20.2% EXCELLENT
	32.2% GOOD	45.9% GOOD	46.2% GOOD
	6.3% FAIR	11.7% FAIR	8.3% FAIR
	0.7% POOR	0.7% POOR	0.8% POOR
	41.2% NOT USED	23.1% NOT USED	24.5% NOT USED
	7.7% no response	3.4% no response	5.6% no response

Continued ...

QUESTION 11. QUALITY OF SERVICE IN MAIN LIBRARY

	Faculty/Staff	Grad Students	Undergrads
SPECIAL COLLECTIONS DEPARTMENT	90.8% answered --	95.9% answered --	92.5% answered --
	7.1% EXCELLENT	3.2% EXCELLENT	1.6% EXCELLENT
	6.8% GOOD	5.4% GOOD	7.3% GOOD
	1.6% FAIR	1.4% FAIR	3.6% FAIR
	0.5% POOR	0.7% POOR	0.4% POOR
	84.0% NOT USED	89.2% NOT USED	87.1% NOT USED
	9.2% no response	4.1% no response	7.1% no response

4/28/81

Question 12. Quality of Service in Reading Rooms and Veterinary Medical Library

FACULTY/STAFF

	Exc	Good	Total	Fair	Poor	Total	Not Used	Not Answered
Design Reading Room	2.1%	2.8%	4.9%	0.2%	0.4%	0.6%	81.8%	12.6%
Economics/Sociology Reading Room	3.0%	5.1%	8.1%	1.5%	0.6%	2.1%	76.7%	13.0%
Engineering Reading Room	6.6%	10.5%	17.1%	1.5%	--	1.5%	69.9%	11.5%
Mathematics Reading Room	1.1%	3.2%	4.3%	0.9%	0.4%	1.3%	81.2%	13.2%
Physical Sciences Reading Room	7.3%	11.3%	18.6%	3.0%	--	3.0%	66.9%	11.5%
Veterinary Medical Library	7.5%	3.0%	10.5%	--	--	--	76.7%	12.8%

GRAD STUDENTS

	Exc	Good	Total	Fair	Poor	Total	Not Used	Not Answered
Design Reading Room	0.3%	3.1%	3.4%	1.7%	0.3%	2.0%	89.3%	5.2%
Economics/Sociology Reading Room	3.8%	8.6%	12.4%	1.4%	0.7%	2.1%	80.4%	5.2%
Engineering Reading Room	6.5%	9.3%	15.8%	3.1%	1.4%	4.5%	74.6%	5.2%
Mathematics Reading Room	1.4%	3.4%	4.8%	1.7%	1.0%	2.7%	86.6%	5.8%
Physical Sciences Reading Room	9.6%	9.3%	18.9%	3.4%	0.7%	4.1%	70.8%	6.2%
Veterinary Medical Library	7.6%	6.2%	13.8%	0.3%	0.3%	0.6%	79.7%	5.8%

UNDERGRADS

	Exc	Good	Total	Fair	Poor	Total	Not Used	Not Answered
Design Reading Room	3.4%	5.6%	9.0%	3.4%	--	3.4%	80.2%	7.5%
Economics/Sociology Reading Room	2.2%	6.3%	8.5%	3.0%	0.4%	3.4%	79.9%	8.2%
Engineering Reading Room	4.9%	10.1%	15.0%	2.6%	--	2.6%	75.5%	6.7%
Mathematics Reading Room	0.7%	5.2%	5.9%	1.9%	0.4%	2.3%	84.0%	7.8%
Physical Sciences Reading Room	2.2%	5.2%	7.4%	2.2%	--	2.2%	82.5%	7.8%
Veterinary Medical Library	1.5%	2.2%	3.7%	1.1%	--	1.1%	86.9%	8.2%

QUESTION 12. SERVICE IN READING ROOMS AND VETERINARY MEDICAL LIBRARY

	Group	Basis of Rating					
		Excellent	Good	Fair	Poor	Not Used	Not Answered
Design Reading Room	Faculty/Staff	2.1% (10)	2.8% (13)	0.2% (1)	0.4% (2)	81.8% (383)	12.6% (59)
	Grad Students	0.3% (1)	3.1% (9)	1.7% (5)	0.3% (1)	89.3% (260)	5.2% (15)
	Undergrads	3.4% (9)	5.6% (15)	3.4% (9)		80.2% (215)	7.5% (20)
Economics/ Sociology Reading Room	Faculty/Staff	3.0% (14)	5.1% (24)	1.5% (7)	0.6% (3)	76.7% (359)	13.0% (61)
	Grad Students	3.8% (11)	8.6% (25)	1.4% (4)	0.7% (2)	80.4% (234)	5.2% (15)
	Undergrads	2.2% (6)	6.3% (17)	3.0% (8)	0.4% (1)	79.9% (214)	8.2% (22)
Engineering Reading Room	Faculty/Staff	6.6% (31)	10.5% (49)	1.5% (7)		69.9% (327)	11.5% (54)
	Grad Students	6.5% (19)	9.3% (27)	3.1% (9)	1.4% (4)	74.6% (217)	5.2% (15)
	Undergrads	4.9% (13)	10.1% (27)	2.6% (7)		75.5% (203)	6.7% (18)
Mathematics Reading Room	Faculty/Staff	1.1% (5)	3.2% (15)	0.9% (4)	0.4% (2)	81.2% (380)	13.2% (62)
	Grad Students	1.4% (4)	3.4% (10)	1.7% (5)	1.0% (3)	86.6% (252)	5.8% (17)
	Undergrads	0.7% (2)	5.2% (14)	1.9% (5)	0.4% (1)	84.0% (225)	7.8% (21)
Physical Sciences Reading Room	Faculty/Staff	7.3% (34)	11.3% (53)	3.0% (14)		66.9% (313)	11.5% (54)
	Grad Students	9.6% (28)	9.3% (27)	3.4% (10)	0.7% (2)	70.8% (206)	6.2% (18)
	Undergrads	2.2% (6)	5.2% (14)	2.2% (6)		82.5% (221)	7.8% (21)
Veterinary Medical Library	Faculty/Staff	7.5% (35)	3.0% (14)			76.7% (359)	12.8% (60)
	Grad Students	7.6% (22)	6.2% (18)	0.3% (1)	0.3% (1)	79.7% (232)	5.8% (17)
	Undergrads	1.5% (4)	2.2% (6)	1.1% (3)		86.9% (233)	8.2% (22)

QUESTION 12. QUALITY OF SERVICE IN READING ROOMS AND VETERINARY MEDICAL LIBRARY

	Faculty/Staff	Grad Students	Undergrads
DESIGN READING ROOM	87.4% answered --	94.8% answered --	92.5% answered --
	2.4% EXCELLENT	0.4% EXCELLENT	3.6% EXCELLENT
	3.2% GOOD	3.3% GOOD	6.0% GOOD
	0.2% FAIR	1.8% FAIR	3.6% FAIR
	0.5% POOR	0.4% POOR	0.0% POOR
	93.6% NOT USED	94.2% NOT USED	86.7% NOT USED
	12.6% no response	5.2% no response	7.5% no response
ECONOMICS/SOC READING ROOM ..	87.0% answered --	94.8% answered --	91.8% answered --
	3.4% EXCELLENT	4.0% EXCELLENT	2.4% EXCELLENT
	5.9% GOOD	9.1% GOOD	6.9% GOOD
	1.7% FAIR	1.4% FAIR	3.3% FAIR
	0.7% POOR	0.7% POOR	0.4% POOR
	88.2% NOT USED	84.8% NOT USED	87.0% NOT USED
	13.0% no response	5.2% no response	8.2% no response
ENGINEERING READING ROOM ..	88.5% answered --	94.8% answered --	93.3% answered --
	7.5% EXCELLENT	6.9% EXCELLENT	5.2% EXCELLENT
	11.8% GOOD	9.8% GOOD	10.8% GOOD
	1.7% FAIR	3.3% FAIR	2.8% FAIR
	0.0% POOR	1.4% POOR	0.0% POOR
	79.0% NOT USED	78.6% NOT USED	81.2% NOT USED
	11.5% no response	5.2% no response	6.7% no response
MATHEMATICS READING ROOM ..	86.8% answered --	94.2% answered --	92.2% answered --
	1.2% EXCELLENT	1.5% EXCELLENT	0.8% EXCELLENT
	3.7% GOOD	3.6% GOOD	5.7% GOOD
	1.0% FAIR	1.8% FAIR	2.0% FAIR
	0.5% POOR	1.1% POOR	0.4% POOR
	93.6% NOT USED	92.0% NOT USED	91.1% NOT USED
	13.2% no response	5.8% no response	7.8% no response
PHYSICAL SCIENCES READING ROOM ..	88.5% answered --	93.8% answered --	92.2% answered --
	8.2% EXCELLENT	10.3% EXCELLENT	2.4% EXCELLENT
	12.8% GOOD	9.9% GOOD	5.7% GOOD
	3.4% FAIR	3.7% FAIR	2.4% FAIR
	0.0% POOR	0.7% POOR	0.0% POOR
	75.6% NOT USED	75.5% NOT USED	89.5% NOT USED
	11.5% no response	6.2% no response	7.8% no response

Continued ...

QUESTION 12. QUALITY OF SERVICE IN READING ROOMS AND VETERINARY MEDICAL LIBRARY

	Faculty/Staff	Grad Students	Undergrads
VETERINARY MEDICAL LIBRARY	87.2% answered --	94.2% answered --	91.8% answered --
	8.6% EXCELLENT	8.0% EXCELLENT	1.6% EXCELLENT
	3.4% GOOD	6.5% GOOD	2.4% GOOD
	0.0% FAIR	0.4% FAIR	1.2% FAIR
	0.0% POOR	0.4% POOR	0.0% POOR
	88.0% NOT USED	84.7% NOT USED	94.7% NOT USED
	12.8% no response	5.8% no response	8.2% no response

4/28/81

Question 13. LARS

FACULTY/STAFF

	Yes	No	Not Answered
Patron Use of Service	26.9% (126)	69.2% (324)	3.8% (18)
Future Patron Use	73.7% (345)	16.2% (76)	10.0% (47)

GRAD STUDENTS

	Yes	No	Not Answered
Patron Use of Service	21.3% (62)	78.0% (227)	0.7% (2)
Future Patron Use	81.4% (237)	13.1% (38)	5.5% (16)

UNDERGRADS

	Yes	No	Not Answered
Patron Use of Service	0.4% (1)	95.1% (255)	4.5% (12)
Future Patron Use	46.6% (125)	42.9% (115)	10.4% (28)

4/28/81

QUESTION 14A. SATISFACTION WITH LIBRARY'S HOURS

Group	Yes	No	No Opinion	Not Answered
Faculty/Staff	69.4% (325)	17.9% (84)	7.1% (33)	5.6% (26)
Grad Students	50.5% (147)	41.2% (120)	4.5% (13)	3.8% (11)
Undergrads	75.0% (201)	13.1% (35)	6.0% (16)	6.0% (16)

7/25/80

QUESTION 14B. EXTENSION OF LIBRARY HOURS (Recommendations for hours to be added)*

FACULTY

	1st Choice	2nd Choice	3rd Choice	Total**
FALL, WINTER, SPRING QUARTERS				
Evening Hours	3.4% (16)	3.6% (17)	1.1% (5)	8.1% (38)
Saturday Hours	3.2% (15)	9.2% (43)	1.7% (8)	14.1% (66)
Sunday Hours	2.6% (12)	7.1% (33)	1.5% (7)	11.1% (52)
QUARTER BREAKS				
Evening Hours	10.3% (48)	11.3% (53)	2.1% (10)	23.7% (111)
Saturday Hours	10.3% (48)	13.9% (65)	2.1% (10)	26.3% (123)
Sunday Hours	0.4% (2)	6.4% (30)	1.5% (7)	8.3% (39)
SUMMER SESSIONS				
Evening Hours	5.1% (24)	13.9% (65)	2.1% (10)	21.1% (99)
Saturday Hours	1.9% (9)	10.5% (49)	2.4% (11)	14.7% (69)
Sunday Hours	0.2% (1)	3.8% (18)	1.3% (6)	5.3% (25)

GRADUATE STUDENTS

	1st Choice	2nd Choice	3rd Choice	Total**
FALL, WINTER, SPRING QUARTERS				
Evening Hours	4.5% (13)	15.5% (45)	1.4% (4)	21.3% (62)
Saturday Hours	5.5% (16)	25.1% (73)	2.1% (6)	32.6% (95)
Sunday Hours	6.2% (18)	23.4% (68)	2.4% (7)	32.0% (93)
QUARTER BREAKS				
Evening Hours	12.7% (37)	32.3% (94)	1.4% (4)	46.4% (135)
Saturday Hours	4.8% (14)	30.6% (89)	2.1% (6)	37.4% (109)
Sunday Hours	0.3% (1)	15.5% (45)	2.4% (7)	18.2% (53)
SUMMER SESSIONS				
Evening Hours	13.1% (38)	26.8% (78)	2.1% (6)	42.0% (122)
Saturday Hours	3.1% (9)	26.8% (78)	4.1% (12)	34.0% (99)
Sunday Hours	0.3% (1)	16.5% (48)	1.0% (3)	17.9% (52)

UNDERGRADUATES

	1st Choice	2nd Choice	3rd Choice	Total**
FALL, WINTER, SPRING QUARTERS				
Evening Hours	16.8% (45)	12.3% (39)	4.1% (11)	35.4% (95)
Saturday Hours	18.7% (50)	19.0% (51)	4.1% (11)	42.0% (112)
Sunday Hours	15.7% (42)	16.8% (45)	3.7% (10)	36.2% (97)
QUARTER BREAKS				
Evening Hours	0.7% (2)	7.1% (19)	0.4% (1)	8.2% (22)
Saturday Hours	1.1% (3)	6.7% (18)	0.4% (1)	8.2% (22)
Sunday Hours	0.0% (0)	5.2% (14)	0.7% (2)	6.0% (16)
SUMMER SESSIONS				
Evening Hours	4.1% (11)	11.6% (31)	2.2% (6)	18.0% (48)
Saturday Hours	0.7% (2)	7.5% (20)	2.2% (6)	10.4% (28)
Sunday Hours	0.4% (1)	5.6% (15)	0.7% (2)	6.7% (18)

*Percentages may add up to more than 100 because respondent could check up to three boxes.
**Percentages based on total number of returned questionnaires for each group.